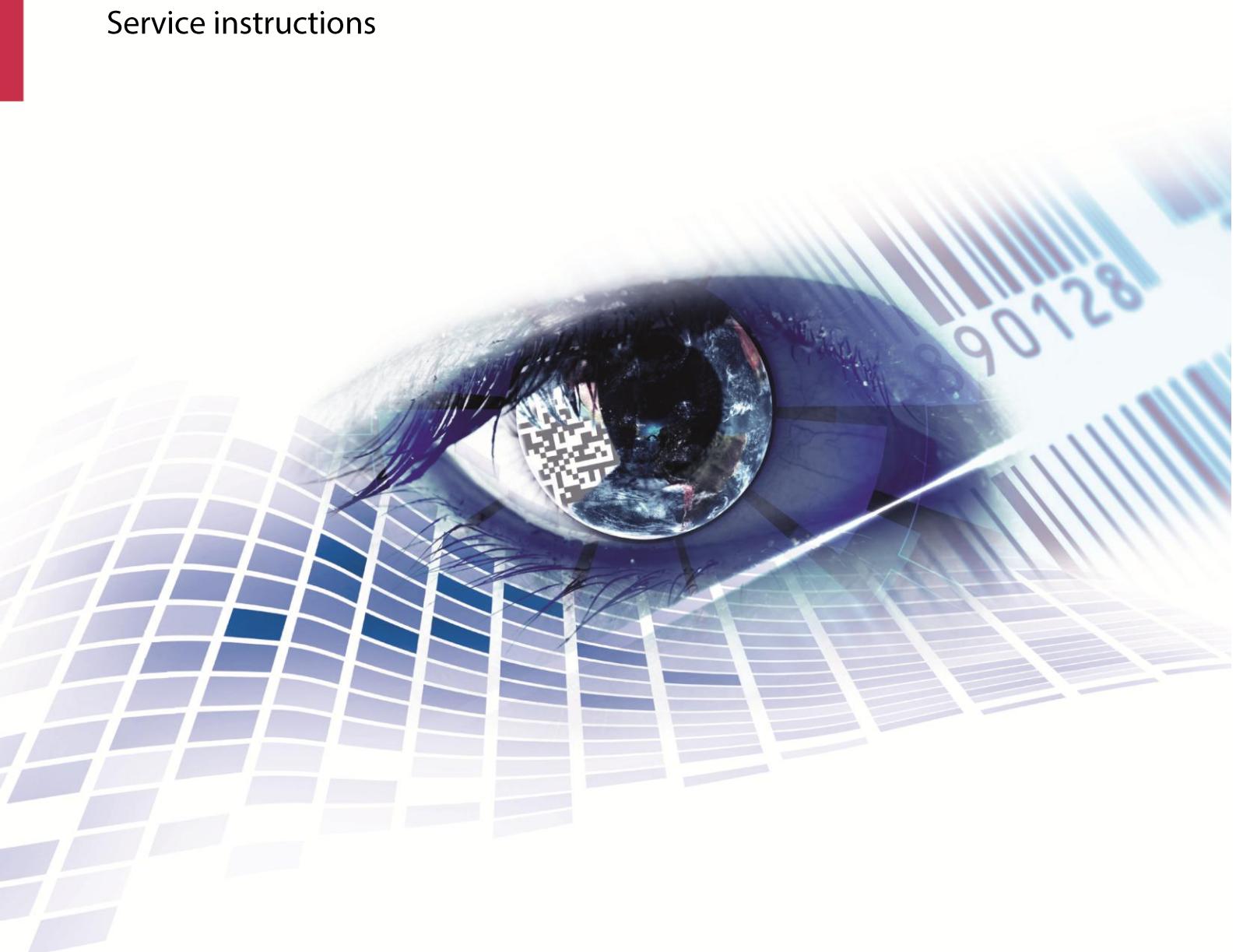


# ILX V

## Service instructions



**Edition:** 12/25

### **Copyright**

Copyright by Carl Valentin GmbH

Subject to modifications.

All rights, including those regarding the translation, are reserved.

No part of this document may be reproduced in any form (print, photocopy, or any other method) or edited, copied, or distributed electronically without written permission from Carl Valentin GmbH.

### **Trademarks**

All named brands or trademarks are registered brands or registered trademarks of their respective owners and may not be separately labelled. It must not be concluded from the missing labelling that it is not a registered brand or a registered trademark.

Carl Valentin uses Free and Open Source Software within its products. For more information see [www.carl-valentin.de/opensource](http://www.carl-valentin.de/opensource).

### **Topicality**

Information on the scope of delivery, appearance, performance, dimensions, and weight reflect our knowledge at the time of printing.

Due to constant further development of our products discrepancies between documentation and product can occur.

Please check [www.carl-valentin.de](http://www.carl-valentin.de) for the latest update.

### **Terms and Conditions**

Deliveries and services are effected under the General Conditions of Business of Carl Valentin GmbH

### **Licences**

CE Low-Voltage Directive (2014/35/EU)

Electromagnetic Compatibility Directive (2014/30/EU)

RoHS Directive (2011/65/EU)



### **Carl Valentin GmbH**

Neckarstraße 78 – 86 u. 94  
78056 Villingen-Schwenningen

Phone +49 7720 9712-0

E-Mail [info@carl-valentin.de](mailto:info@carl-valentin.de)

Internet [www.carl-valentin.de](http://www.carl-valentin.de)

## Table of Contents

<b>1</b>	<b>Notes on this Document .....</b>	<b>5</b>
1.1	User Notes.....	5
1.2	Instructions .....	5
1.3	Cross References.....	6
<b>2</b>	<b>Safety Instructions .....</b>	<b>7</b>
2.1	General Safety Instructions .....	7
2.2	Safety Handling when Working with Electricity .....	10
<b>3</b>	<b>Connector Pin Assignment (Back Side) .....</b>	<b>11</b>
<b>4</b>	<b>Cleaning .....</b>	<b>13</b>
4.1	General Cleaning.....	14
4.2	Clean the Transfer Ribbon Drawing Roller .....	14
4.3	Clean the Pressure Roller .....	15
4.4	Clean the Printhead.....	16
4.5	Clean the Label Photocell .....	17
<b>5</b>	<b>Replacing Components .....</b>	<b>19</b>
5.1	Tool List .....	19
5.2	Replace the Printhead .....	20
5.3	Adjust the Print Position .....	23
5.4	Replace Pressure Roller .....	24
5.5	Replace the Label Photocell.....	25
5.6	Replace the CPU PCB .....	26
5.7	Change the Device Settings .....	27
5.8	Replace the Power Supply .....	28
5.9	Replace the PCB Control Inputs/Outputs.....	29
5.10	Replace the DC/DC Converter .....	30
5.11	Replace Applicator Prearrangement (Option) .....	31
5.12	Replace the Battery .....	32
<b>6</b>	<b>Adjustments, Settings and Alignments .....</b>	<b>33</b>
6.1	Adjust the Print Mechanism.....	33
6.2	Adjust the Position of Printhead .....	34
6.3	Adjust the Transfer Ribbon Feed Path.....	39
6.4	Adjust the Ribbon Rewinder/Unwinder.....	41
6.5	Oil and Lubricate .....	42
<b>7</b>	<b>Error Correction.....</b>	<b>43</b>
<b>8</b>	<b>Control Inputs and Outputs.....</b>	<b>55</b>
<b>9</b>	<b>Connection Plans .....</b>	<b>63</b>
9.1	Wiring Plan .....	63
9.2	CPU Layout Diagram.....	65
<b>10</b>	<b>Environmentally-Friendly Disposal .....</b>	<b>67</b>
<b>11</b>	<b>Index .....</b>	<b>69</b>



# 1 Notes on this Document

## 1.1 User Notes

This service manual is intended for qualified service and maintenance staff.

This manual contains information about the electronics and the mechanical part of the printing system.

Information about operation of the printing system can be taken from our operating manual.

If a problem arises that cannot be solved with help of this service instructions, then please contact your responsible dealer.

## 1.2 Instructions

Basic information and warning references with the corresponding signal words for the danger level are as follows specified in this manual:



**DANGER** identifies an extraordinarily great and immediate danger which could lead to serious injury or even death.



**WARNING** identifies a possible danger could lead to serious bodily injury or even death if sufficient precautions are not taken.



**WARNING** of cutting injuries.  
Pay attention that cutting injuries caused by blades, cutting devices or sharp-edged parts are avoided.



**WARNING** of hand injuries.  
Pay attention that hand injuries caused by closing mechanical parts of a machine/equipment are avoided.



**WARNING** of hot surfaces.  
Pay attention so as not to come into contact with hot surfaces.



**CAUTION** indicates a potentially dangerous situation which could lead to moderate or light bodily injury or damage to property.



**NOTICE** gives you tips. They make a working sequence easier or draw attention to important working processes.



Gives you tips on protecting the environment.



Handling instruction



Optional accessories, special fittings

Date

Information in the display

### 1.3 Cross References

**Drawings**

References to specific items in a figure are marked with letters. They are identified with parentheses in the text, e.g. (A). If no figure number is provided, letters in the text always refer to the graphic directly above the text. If a reference is made to another graphic, the figure number is specified, e.g. (A, in figure 5).

**Cross references to chapters and sections**

For a cross reference to chapters and sections, the chapter number and page number are specified, e.g. a reference to this section: see chapter 1.3.2, page 35).

**References to other documents**

References to other documents have the following form: See '*operating manual*'.

## 2 Safety Instructions

### 2.1 General Safety Instructions

#### Workplace and method of working

- ⇒ Keep the area around the device clean during and after maintenance.
- ⇒ Work in a safety-conscious manner.
- ⇒ Store dismantled device parts in a safe place while maintenance is being performed.

#### Clothing



#### CAUTION!

The drawing in of items of clothing by moving parts can lead to injuries.

- ⇒ If possible, do not wear clothing which could be caught by moving device parts.
- ⇒ Button or roll up shirt or jacket sleeves.
- ⇒ Tie or pin up long hair.
- ⇒ Tuck the ends of scarves, ties and shawls into your clothing or secure them with non-conductive clips.



#### DANGER!

Risk of death from increased flow of current via metals parts which come into contact with the device.

- ⇒ Do not wear clothing with metal parts.
- ⇒ Do not wear jewellery.
- ⇒ Do not wear glasses with a metal frame.

#### Protective clothing

If a possible danger to your eyes is present, wear protective goggles, especially in the following cases:

- when knocking in or knocking out pins and similar parts with a hammer
- when using an electric drill
- when using spring hooks
- when loosening or inserting springs, snap rings and gripping rings
- when soldering
- when using solvents, cleaning agents or other chemicals

**Protective equipment****WARNING!**

Risk of injury in case of missing or faulty protective equipment.

- ⇒ After performing maintenance work, attach all safety equipment (covers, safety precautions, ground cables etc.).
- ⇒ Replace faulty parts and those which have become unusable.

**General safety instructions**

The printing system is designed for power supply systems of 100 ... 240 V AC. Connect the printing system only to electrical outlets with a ground contact.

**NOTICE!**

The protective earthing conductor of the socket is to be examined by a qualified technician.

Couple the printing system to devices using extra low voltage only.

Before making or undoing connections, switch off all devices involved (computer, printer, accessories etc.).

Operate the printing system in a dry environment only and do not get it wet (sprayed water, mist etc.).

Do not operate the printing system in explosive atmosphere and not in proximity of high voltage power lines.

Operate the printing system only in an environment protected against abrasive dust, swarf and other similar impurity.

Maintenance and servicing work can only be carried out by trained personnel.

Operating personnel must be trained by the operator on the basis of the operating manual.

Depending on use, ensure that clothing, hair, jewellery and similar personal items do not contact the exposed rotating parts and/or the moving parts.

**NOTICE!**

With the printing system (due to construction) the requirements of EN 62368-1 regarding fire protection casing are not fulfilled. These must be ensured by the installation into the end device.

The print unit and parts of it (e.g. motor, printhead) can get hot during printing. Do not touch the printhead during operation. Cool down the print unit before changing material, removal or adjustment.

Never use highly inflammable consumables.

Carry out only the actions described in these operating instructions. Any work beyond this may only be performed by the manufacturer or upon agreement with the manufacturer.

Unauthorized interference with electronic modules or their software can cause malfunctions.

Other unauthorized work or modifications to the printing system can endanger operational safety.

Always have service work done in a qualified workshop, where the personnel have the technical knowledge and tools required to do the necessary work.

There are warning stickers on the printing systems that draw your attention to dangers. Therefore the warning stickers are not to be removed as then you and others cannot be aware of dangers and may be injured.

Before installing the printing module in the system, the commissioning engineer must ensure that the statutory safety regulations are observed and the necessary safety devices are installed.



### NOTICE!

When mounting an optional label applicator, the applicable safety regulations must be observed.

All isolating safety equipment must be installed before starting-up the printing system.



### DANGER!

Danger to life and limb from power supply!

⇒ Do not open the casing.

#### Installation positions (Option: Applicator)



### CAUTION!

Depending on the installation position, when swiveling the applicator it may descend uncontrollably and hit the ILX V, potentially damaging the printing system.

⇒ When swiveling the applicator, it must be manually supported by hand depending on the installation position.

## 2.2 Safety Handling when Working with Electricity

### Qualifications of personnel

⇒ The following work may only be performed by instructed and trained electricians:

- work on the electrical assemblies
- work on the device while it is open and connected to the power supply.

### General precautions to be heeded when beginning maintenance

⇒ Locate the emergency-stop or power switch so that it can be actuated in case of an emergency.

⇒ Unplug the device from the electrical outlet before performing the following work:

- removing or installing power supply units
- working in the immediate vicinity of exposed power supply parts
- mechanical inspection of power supply parts
- modifying the device circuits.

⇒ Ensure that the device is de-energized.

⇒ Check the workplace for possible sources of danger, e.g. moist floors, defective extension cables, faulty protective conduction connections.

### Additional precautions to be heeded for devices with exposed energized parts

⇒ Give another person the task of remaining near the workplace. This person must be familiar with the location and operation of the emergency-stop and power switches and switch off the power if danger arises.

⇒ Use only one hand while working on electrical circuits when a device is switched on. Hold the other hand behind your back or put it in your jacket pocket.  
This prevents the electricity from flowing through your body.

### Tools

⇒ Do not use worn or damaged tools.

⇒ Use only tools and testing equipment that is suitable for the respective task.

### What to do in case an accident occurs

⇒ Proceed in a very cautious and calm manner.

⇒ Avoid endangering yourself.

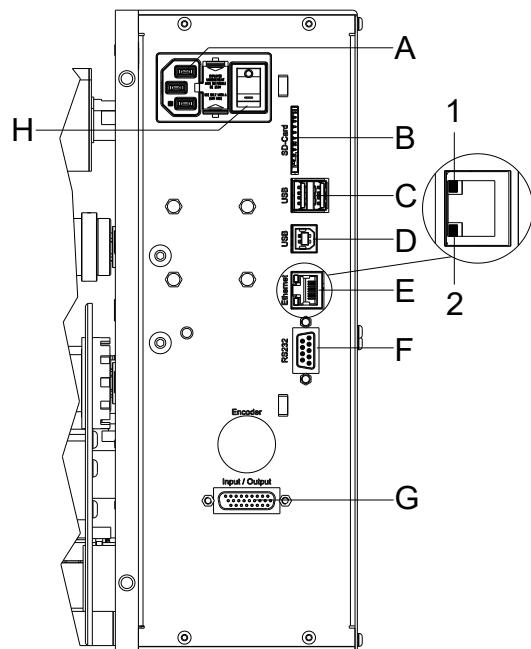
⇒ Switch the power off.

⇒ Request medical help (emergency physician).

⇒ Call for first aid if necessary.

### 3 Connector Pin Assignment (Back Side)

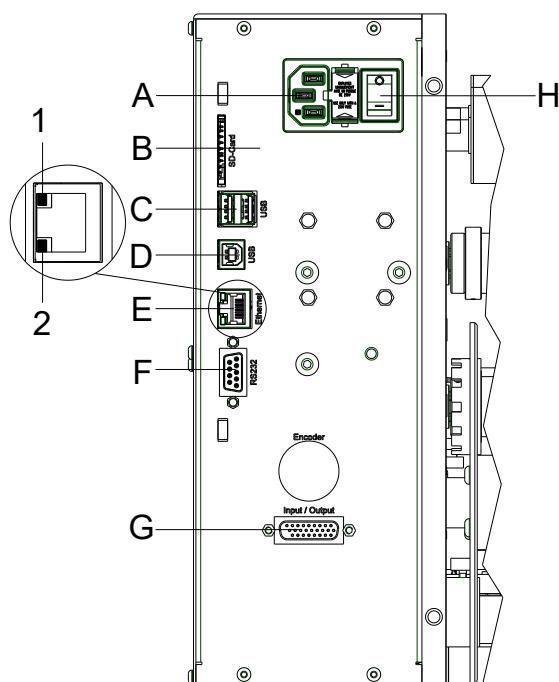
#### Right version



- A Power supply
- B Slot for SD card
- C 2 x USB host
- D USB interface
- E Ethernet 10/100
- 1 = LED green  
Lighting = Speed 100 MBit  
Off = Speed 10 MBit
- 2 = LED orange  
Lighting = Connection active  
Flashing = Data transfer  
Off = No connection
- F Serial interface RS-232
- G External output/input
- H Power On/Off switch

Figure 1

#### Left version



- A Power supply
- B Slot for SD card
- C 2 x USB host
- D USB interface
- E Ethernet 10/100
- 1 = LED green  
Lighting = Speed 100 MBit  
Off = Speed 10 MBit
- 2 = LED orange  
Lighting = Connection active  
Flashing = Data transfer  
Off = No connection
- F Serial interface RS-232
- G External output/input
- H Power On/Off switch

Figure 2



#### NOTICE!

For installing the options e.g. unwinder, applicator are different fixing points available. If you require drawings, send us an email to [info@carl-valentin.de](mailto:info@carl-valentin.de).



## 4 Cleaning



### DANGER!

Risk of death via electric shock!

⇒ Before opening the housing cover, disconnect the printing system from the mains supply and wait for a moment until the power supply unit has discharged.



### CAUTION!

Risk of injury when cleaning.

⇒ Pay attention to sharp edges.



### NOTICE!

When cleaning the printing system, it is recommended to wear personal protective equipment such as safety goggles and gloves.

#### Cleaning plan

Cleaning task	Frequency
General cleaning (see chapter 0, page 14).	As necessary.
Clean the transfer ribbon drawing roller (see section 4.2, page 14).	Each time the transfer ribbon is changed or when the printout is adversely affected.
Clean the print roller (see chapter 4.3, page 14).	Each time the label roll is changed or when the printout and label transport are adversely affected.
Clean the printhead (see chapter 4.4, page 16).	<b>Direct thermal printing:</b> Each time the label roll is changed. <b>Thermal transfer printing:</b> Each time the transfer ribbon is changed or when the printout is adversely affected.
Clean the label photocell (see chapter 4.5, page 17).	When the label roll is changed.



### NOTICE!

The handling instructions for the use of Isopropanol (IPA) must be observed. In the case of skin or eye contact, immediately wash off the fluid thoroughly with running water. If the irritation persists, consult a doctor. Ensure good ventilation.

**WARNING!**

Risk of fire by easily inflammable label soluble!

⇒ When using label soluble, dust must be completely removed from the printing system and cleaned.

## 4.1 General Cleaning

**CAUTION!**

Abrasive cleaning agents can damage the printing system!

⇒ Do not use abrasives or solvents to clean the outer surface of the printing system.

⇒ Remove dust and paper fuzz in the printing area with a soft brush or vacuum cleaner.

⇒ Clean the outer surfaces with an all-purpose cleaner.

## 4.2 Clean the Transfer Ribbon Drawing Roller

A soiled drawing roller can lead to reduced print quality and can affect transport of material.

1. Open the cover of printing system.
2. Remove labels and transfer ribbon from the printing system.
3. Remove deposits with the roller cleaner and a soft cloth.
4. If the roller appears damaged, replace it.
5. Reload labels and transfer ribbon.

### 4.3 Clean the Pressure Roller

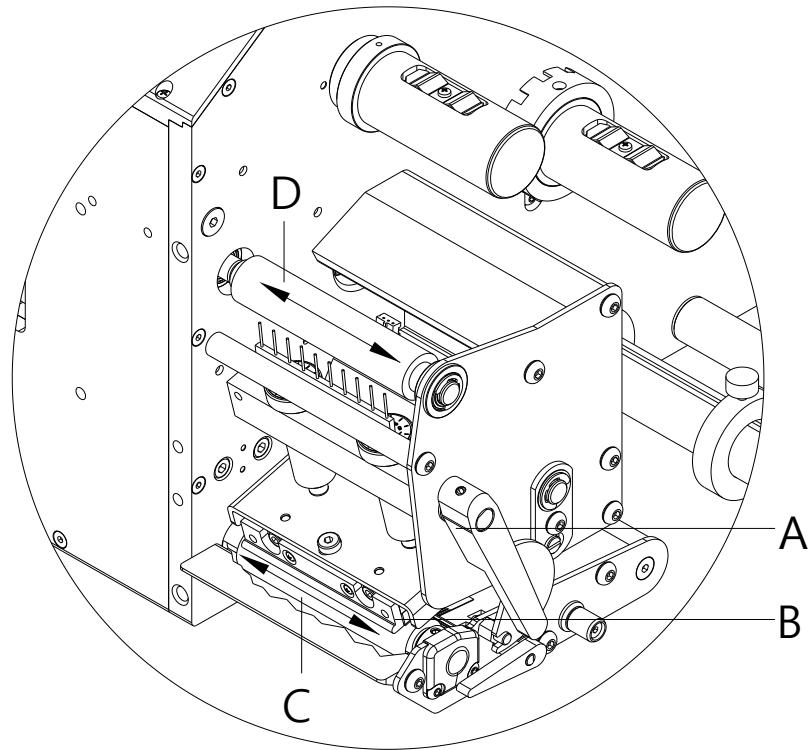
A soiled pressure roller can lead to reduced print quality and can affect transport of material.



#### CAUTION!

Pressure roller can be damaged!

⇒ Do not use sharp or hard objects to clean the pressure roller.



**Figure 3**

1. Turn the lever (A) counter clockwise to lift up the printhead (B).
2. Remove labels and transfer ribbon from the printing system.
3. Remove deposits with the roller cleaner and a soft cloth.
4. Turn the roller (C + D) manually step by step to clean the complete roller (only possible when printing system is switched off, as otherwise the step motor is full of power and the roller is kept in its position).
5. Reload labels and transfer ribbon.
6. To move the printhead (B) down, turn the lever (A) in clockwise direction until it locks.

#### 4.4 Clean the Printhead

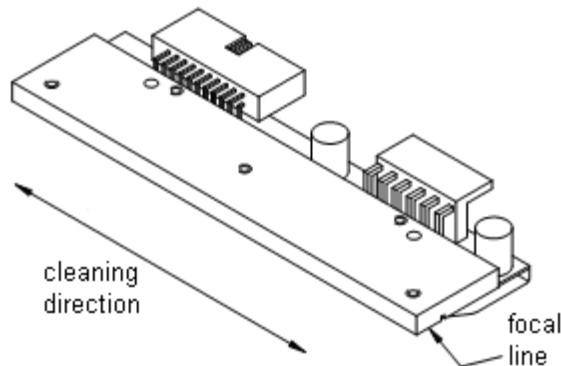
Printing can cause accumulation of dirt at printhead e.g. by colour particles of transfer ribbon, and therefore it is necessary to clean the printhead in regular periods depending on operating hours, environmental effects such as dust etc.



##### CAUTION!

Printhead can be damaged!

- ⇒ Do not use sharp or hard objects to clean the printhead.
- ⇒ Do not touch protective glass layer of the printhead.



**Figure 4**

1. Turn the lever (A, Figure 3) anticlockwise to lift up the printhead.
2. Remove labels and transfer ribbon.
3. Clean the printhead surface with a special cleaning pen or a cotton swab dipped in pure alcohol.
4. Before using the printing system, let the printhead dry for about two to three minutes.
5. Reload the labels and transfer ribbon.
6. To move the printhead down, turn the lever (A, Figure 3) in clockwise direction until it locks.

#### 4.5 Clean the Label Photocell

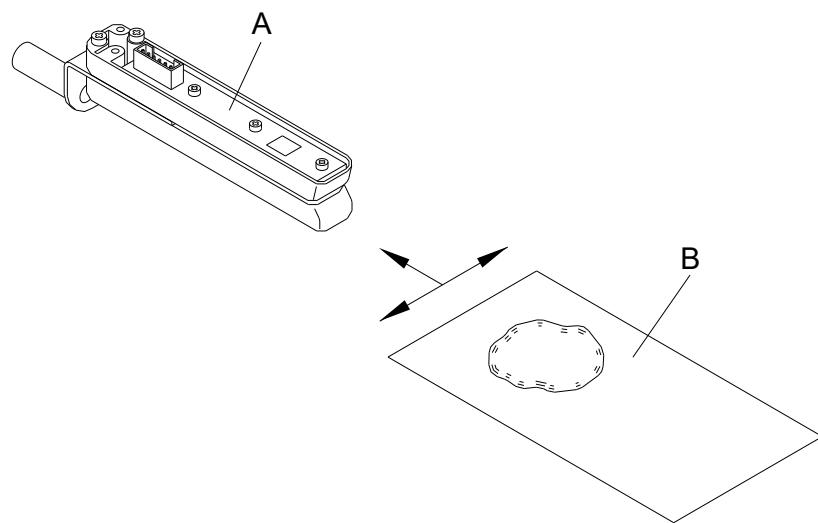


##### CAUTION!

Label photocell can be damaged!

⇒ Do not use sharp or hard objects or solvents to clean the label photocell.

The label photocell can be soiled with paper dust. This may affect the label scanning.



**Figure 5**

1. Turn the lever (A, Figure 3) counter clockwise to lift up the printhead.
2. Remove labels and transfer ribbon from the printing system.
3. Blow out the photocell (A) with pressure gas spray. Observe strictly the instructions on the spray can!
4. Clean the label photocell (A) additionally with a cleaning card (B) before soaked in pure alcohol. Move the cleaning card from one side to the other (see illustration).
5. Reload labels and transfer ribbon.
6. To move the printhead down, turn the lever (A, Figure 3) in clockwise direction until it locks.



## 5 Replacing Components



### DANGER!

Risk of death via electric shock!

⇒ Before opening the housing cover, disconnect the printing system from the mains supply and wait for a moment until the power supply unit has discharged.

### 5.1 Tool List

Some service work requires the following tools:

- Philips-head screwdriver, size 1
- Hexagonal wrench 1.5 mm
- Hexagonal wrench 2.5 mm
- Spring scale 10 N
- Spring scale 25 N

## 5.2 Replace the Printhead



### NOTICE!

The printhead (D) is preinstalled on a head plate (A) and precisely aligned at the factory. Do not loosen the screws (G) under any circumstances.

ILX V 56/8, 80/8, 54/12, 81/12

ILX V 103/8, 104/8, 106/12, 108/12

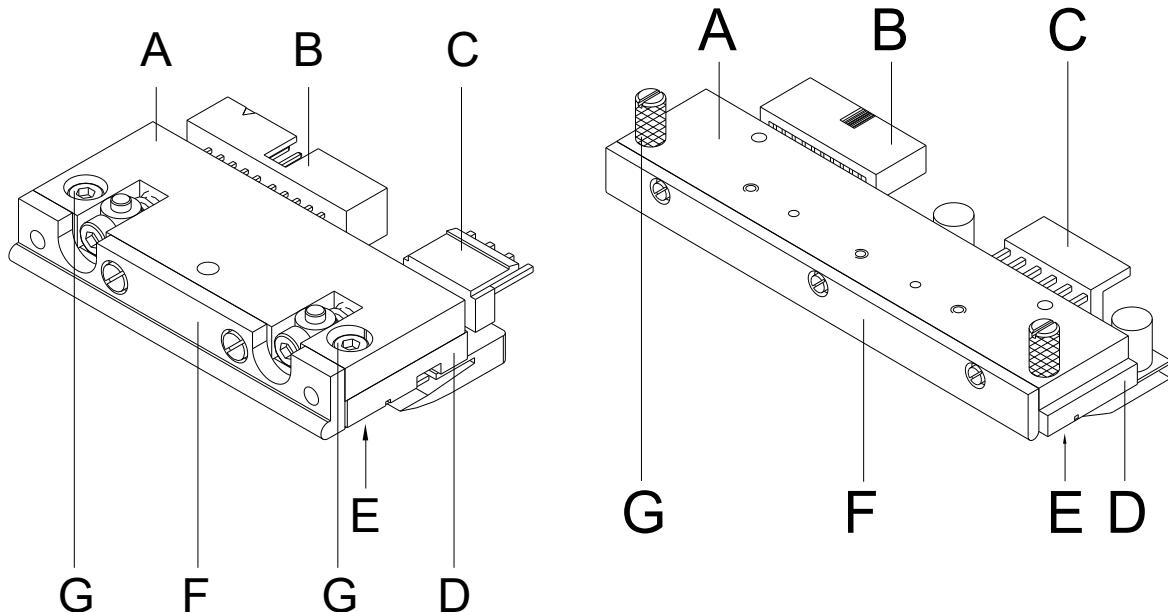


Figure 6

A	Head plate
B	Plug connection
C	Plug connection
D	Printhead
E	Focal line
F	Guiding
G	Screw

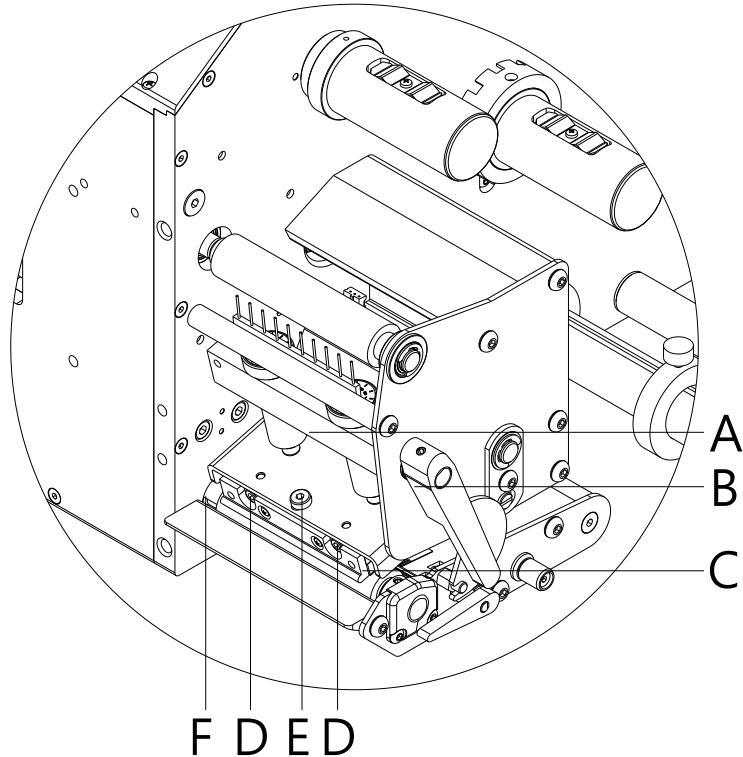


### CAUTION!

The printhead can be damaged by static electricity discharges and impacts!

- ⇒ Ground your body, e.g. by wearing a grounded wristband.
- ⇒ Do not touch contacts on the plug connections (B, C).
- ⇒ Do not touch printing line (E) with hard objects or your hands.

**ILX V 56/8, 80/8,  
54/12, 81/12**



**Figure 7**

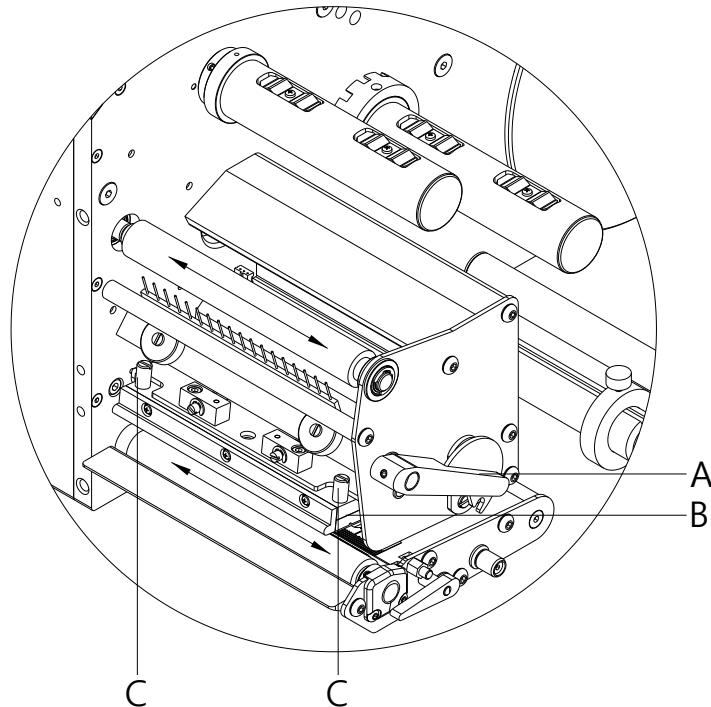
**Remove the printhead**

1. Remove labels and transfer ribbon from the printing system.
2. When the printhead is closed, loosen the fixing screw (E).
3. Turn the lever (B) counter clockwise to lift up the printhead (C).
4. If the printhead (C) is not disengaged on the pressure roller, continue loosen the fixing screw (E).
5. Remove the printhead carefully to the front until you can reach the plug connections.
6. Remove the plug connections and then remove printhead (C).

**Install the  
printhead**

1. Attach the plug connections.
2. Position the printhead in the printhead mounting bracket in such a way that the pins are secured in the corresponding holes in the head plate.
3. Lightly keep the printhead mounting bracket on the pressure roller with one finger and check for correct positioning of the printhead.
4. Screw in the fixing screw (E) and tighten it.
5. Reload labels and transfer ribbon.
6. To move the printhead (C) down, turn the lever (B) in clockwise direction until it locks.
7. Check the resistance value on the type plate of printhead and if necessary change the value in the menu *Service functions/Heater resistance*.

**ILX V 103/8, 104/8,  
106/12, 106/24, 108/12**



**Figure 8**

**Remove the printhead**

1. Remove labels and transfer ribbon from the printing system.
2. When the printhead is closed, loosen the knurled screw (C).
3. Turn the lever (A) counter clockwise to lift up the printhead (B).
4. If the printhead (B) is not disengaged on the pressure roller, continue loosen the knurled screws (C).
5. Remove the printhead (B) carefully to the front until you can reach the plug connections.
6. Remove the plug connections and then remove the printhead (B).

**Install the  
printhead**

1. Attach the plug connections.
2. Position the printhead (B) in the printhead mounting bracket in such a way that the pins are secured in the corresponding holes in the intermediate layer.
3. Lightly keep the printhead mounting bracket on the pressure roller with one finger and check for correct positioning of the printhead.
4. Screw in the knurled screw (C) and tighten them.
5. Reload labels and transfer ribbon.
6. To move the printhead (B) down, turn the lever (A) in clockwise direction until it locks.
7. Check the resistance value on the type plate of printhead and if necessary change the value in the menu *Service functions/Heater resistance*.

### 5.3 Adjust the Print Position

Press the key **F** to access the function menu.

Press the key **→** until the menu *Service Functions* is displayed.

Press the key **●** to select the menu.

Press the key **→** until the menu item *Zero point adjustment* is displayed.

#### Zero point adjustment in Y direction

Indication of value in 1/100 mm.

After replacing the printhead - the print cannot be continued at the same position on the label, the difference can be corrected in printing direction.



#### NOTICE!

The value for zero point adjustment is set ex works. After replacing the printhead, only service personnel are allowed to set this value anew.

Press the key **▶** to move to the next menu item.

#### Zero point adjustment in X direction

Indication of value in 1/100 mm.

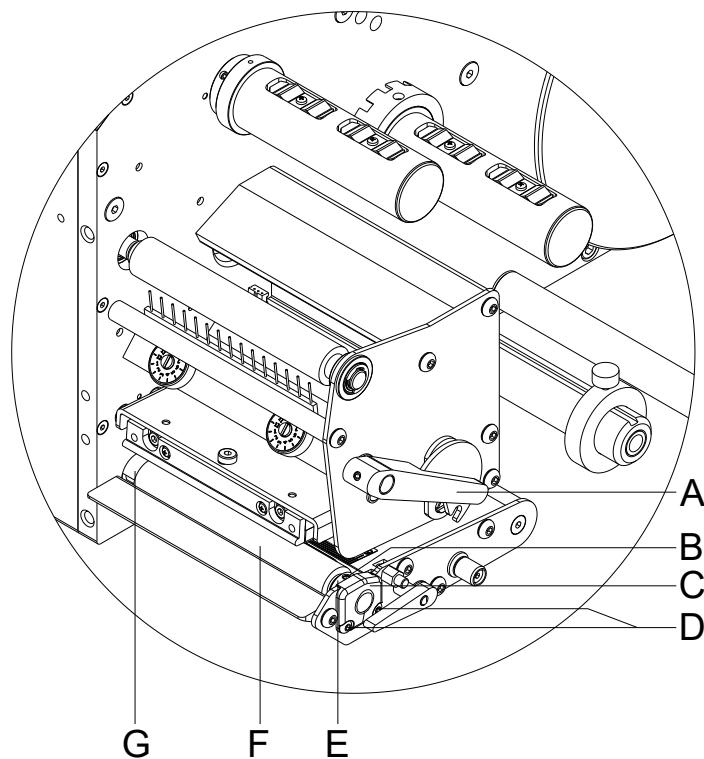
After replacing the printhead - the print cannot be continued at the same position on the label, the difference can be corrected across the printing direction.



#### NOTICE!

The value for zero point adjustment is set ex works. After replacing the printhead, only service personnel are allowed to set this value anew.

## 5.4 Replace Pressure Roller



**Figure 9**

### Remove the pressure roller

1. Turn the lever (A) counter clockwise to lift up the printhead.
2. Remove labels and transfer ribbon from the printing system.
3. Remove the two screws (D) at the bearing cover (C) and remove the bearing cover (C).
4. Pull out the pressure roller (F) of the carrier (G).
5. Slightly loosen the adjusting ring (E) from the pressure roller (F) and remove it from the pressure roller (F) and put it to one side. For this, turn the screw (B) counter clockwise.

### Install the pressure roller

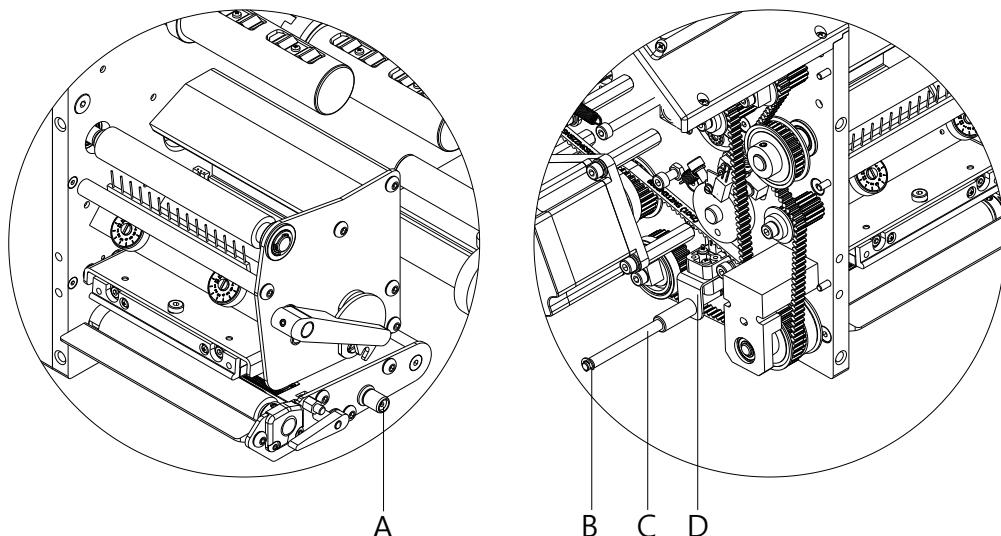
1. Place the adjusting ring (E) onto the new pressure roller (F).
2. Insert the pressure roller (F) into the carrier (G). The correct position of the tang of the pressure roller (F) must be considered.
3. Mount the bearing cover (C) with both screws (D) at the bottom of the bearing plate.
4. The axial play of the pressure roller (F) can be eliminated by tightening the adjusting ring (E) and the mounted pressure roller (F). For this purpose press the pressure roller (F) towards the carrier (G). At the same time, press the adjusting ring (E) towards the bearing cover (C) and fasten it with the screw (B) backlash-free.

## 5.5 Replace the Label Photocell



### NOTICE!

Soiling of the label photocell can also cause malfunctions. Before replacing the label photocell, check whether it is soiled and clean it if necessary (see chapter 4.5, page 17).



**Figure 10**

#### Remove label photocell

1. Remove labels and transfer ribbon from the printing system.
2. Remove the cover
3. Remove the protective disc (B).
4. Turn the knurled knob (A) clockwise, until the photocell (D) can be removed from the adjusting axis (C).
5. Unplug the cable from the plug on the rear end of the label photocell (D).

#### Install the label photocell

1. Connect the cable with the label photocell (D).
2. Place the photocell (D) on the adjusting axis (C) and turn knurled knob (A) in clockwise direction until the photocell arrives at the desired position.
3. Attach the protective disc (B).
4. Mount again the cover.



### NOTICE!

When reinstalling the photocell take care that the photocell runs centrally in the plate aperture. One-sided tilting can entail a worse signal level or label accumulation.

## 5.6 Replace the CPU PCB

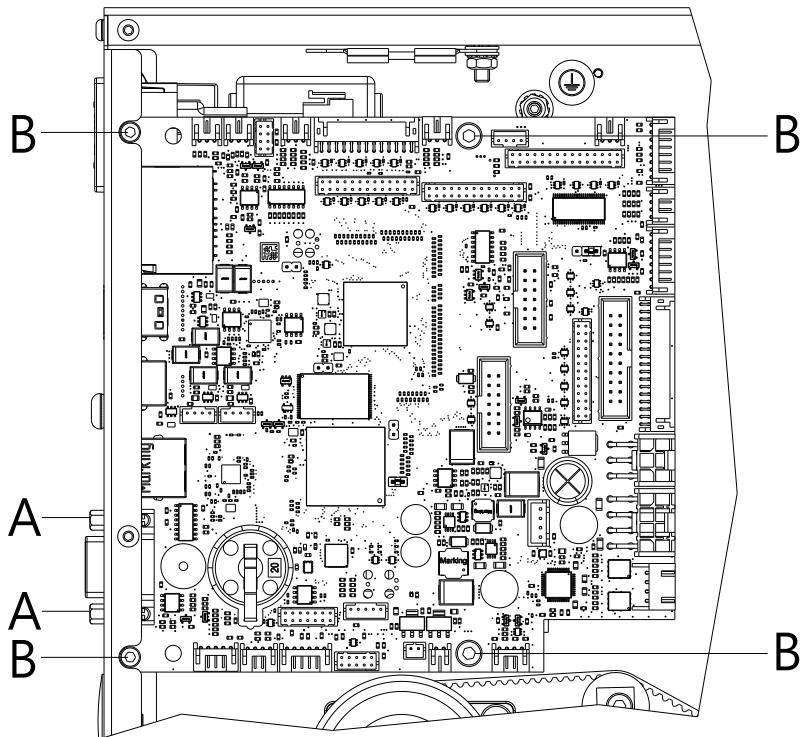


Figure 11

### Remove the CPU PCB



#### NOTICE!

Save the configuration of the printing system onto a SD card.

1. Unplug the printing system from the electrical outlet.
2. Detach all interface cables from the back of the printing system.
3. Remove the memory card from the slot.
4. Screw off the device cover.
5. Unplug all side plug connections from the CPU PCB.
6. Remove four two bolts (A) and four fixing bolts (B) from the CPU PCB.
7. Carefully remove the CPU PCB.

**Install the  
CPU PCB****NOTICE!**

After replacing the CPU, it is necessary to set the device-specific settings such as the printer type (see chapter 5.7).

1. Place the CPU PCB into the printing system.
2. Secure the PCB with two screw bolts (A) and four fixing screws (B).
3. Insert all plug connections on the PCB.
4. Restore all interface connections on the back of the printing system.
5. Mount the device cover.
6. Connect the power cable at the rear of the printing system.
7. Update the firmware if necessary.
8. Adjust the label photocell.
9. Load the device configuration from the SD card if possible. Otherwise, set the configuration via the operating panel.

## 5.7 Change the Device Settings

Switch on the printing system and the display shows the main menu.

Press the key  to access the function menu.

Press the key  until the menu *Service functions* is displayed.

Press the key  to select the menu.

Press the key  until the menu item *Paper Counter* is reached.

Press the key  to enter the internal *Password* menu.

Use the keys , , ,  to set the service password 2904.

Press the key  to confirm the password.

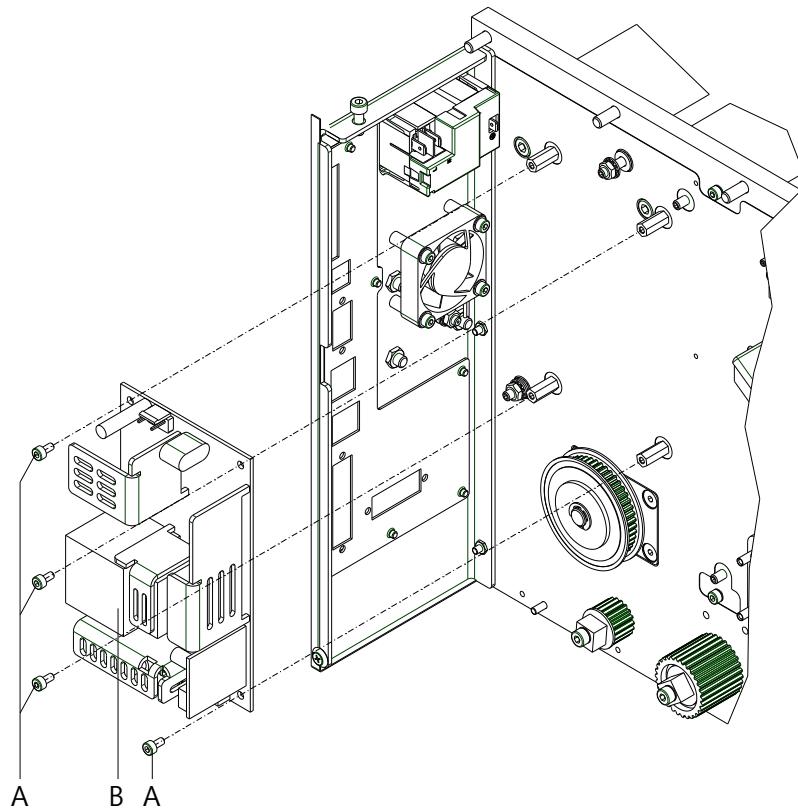
Use the keys , , ,  to select the printer type.

Press the key  to move to the next settings.

After all settings are made, press the key  to apply the settings and reboot.

Press the key  to complete the process.

## 5.8 Replace the Power Supply



**Figure 12**

### Remove the power supply

1. Unplug the printing system from the electrical outlet.
2. Remove the CPU PCB (see chapter 5.5, page 25).
3. Unplug all cable connections from power supply (B).
4. Hold the power supply (B) firmly and unscrew the four screws (A).
5. Remove the power supply unit (B).

### Install the power supply

1. Insert the new power supply (B) and secure it with the screw (A).
2. Connect all cable connections at the power supply (B). Pay attention to polarity!
3. Install the CPU PCB (see chapter 5.5, page 25).

## 5.9 Replace the PCB Control Inputs/Outputs

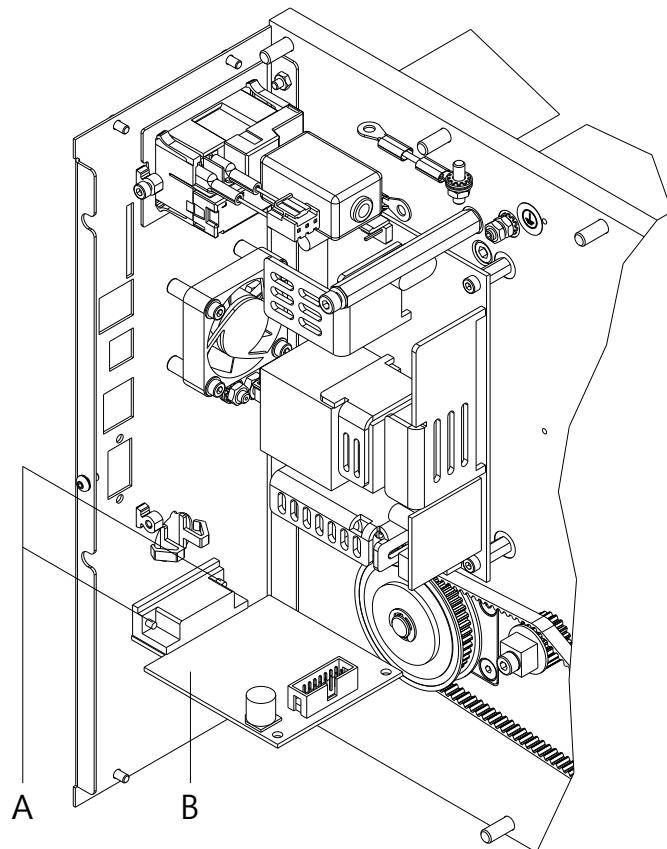


Figure 13

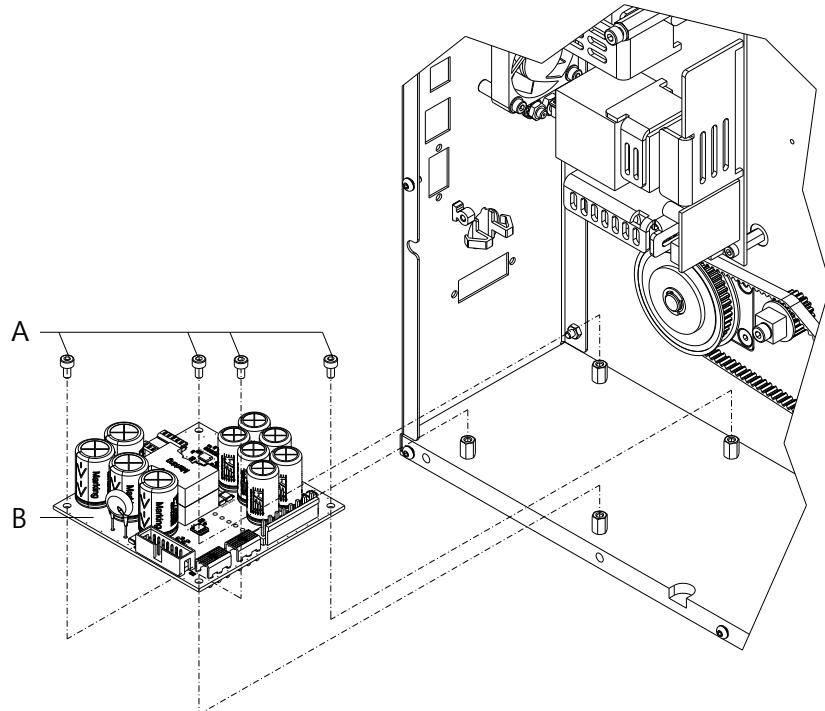
### Remove the PCB control inputs/outputs

1. Remove the hexagonal pillar (A).
2. Remove the PCB control inputs/outputs (B) carefully.
3. Remove the connecting cable from the PCB control inputs/outputs (B).

### Install the PCB control inputs/outputs

1. Insert the connection cable corresponding to the marking of PCB and/or the wiring plan (see chapter 9, page 63) into the plug-in positions of the PCB control inputs/outputs (B).
2. Fix the PCB inputs/outputs (B) with the hexagonal bolts (A) at the connection plate.

## 5.10 Replace the DC/DC Converter



**Figure 14**

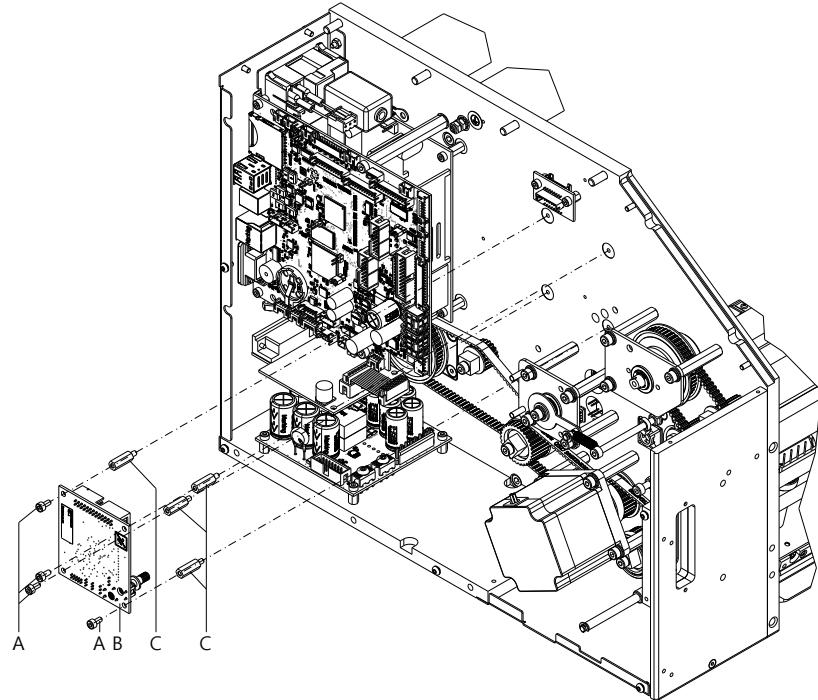
### Remove the DC/DC converter

1. Unplug the print module from the electrical outlet.
2. Detach all interface cables from the back of the print module.
3. Remove the connection cable from the DC/DC converter (B).
4. Hold the DC/DC converter (B) and remove four screws (A).
5. Carefully remove the DC/DC converter (B).

### Install the DC/DC converter

1. Insert the DC/DC converter (B) and fix it with the four screws.
2. Insert again all connection cables in the DC/DC converter (B).
3. Mount the device cover.

## 5.11 Replace Applicator Prearrangement (Option)



**Figure 15**

### **Remove the applicator prearrangement**

1. Unplug the print module from the electrical outlet.
2. Remove the device cover.
3. Remove the screws (A). For this procedure, hold the applicator prearrangement (B).
4. Remove the applicator prearrangement from the printing system and disconnect the cable connexion.

### **Install the applicator prearrangement**

1. Connect the cable connexion at the applicator prearrangement (B).
2. Install the applicator prearrangement (B) with screws (A).
3. Mount again the cover.
4. Connect the power cable.

## 5.12 Replace the Battery

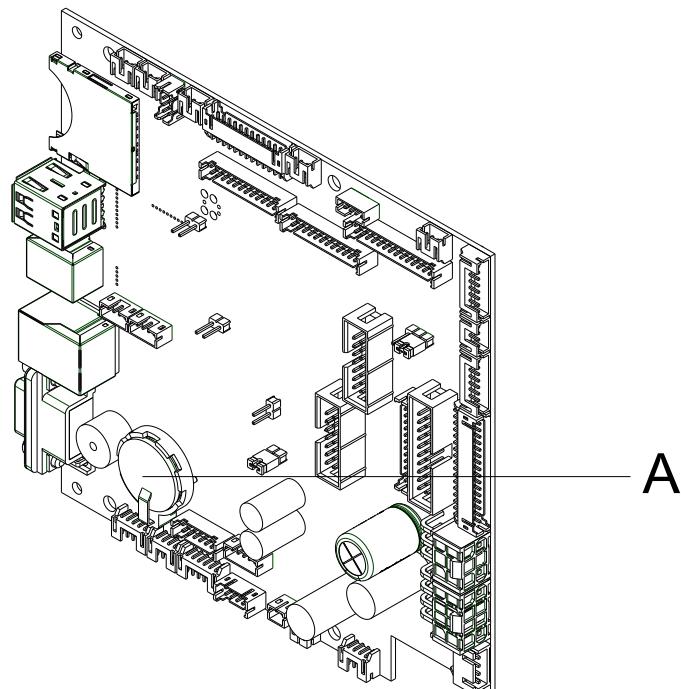


### DANGER!

Danger of explosion due to improper replacement of the battery!

⇒ Use non-conductive tools.

⇒ Pay attention to polarity.



**Figure 16**

1. Lift up the fixing bracket by means of a non-metallic device (e.g. plastic ruler).
2. Remove the battery.
3. Insert a new battery (CR 2032) into the support (A) and pay attention to position of polarity.

## 6 Adjustments, Settings and Alignments



### DANGER!

Risk of death via electric shock!

⇒ Before opening the housing cover, disconnect the printing system from the mains supply and wait for a moment until the power supply unit has discharged.

### 6.1 Adjust the Print Mechanism

Major adjustment of the printing mechanism beyond format-based settings is only required if the printhead assembly has been removed or parts in this area have been replaced. Excluded from this is the replacement of the printhead, after which readjustment is generally not required.

The following print quality imperfections may indicate maladjustment of the printing mechanism:

- Print image too light
- Print image is spotty
- Print image lighter on one side
- Horizontal lines not parallel to the horizontal label edges
- Clear lateral drift of the transfer ribbon



### NOTICE!

Print image errors can also arise from wrinkling of the transfer ribbon. This is why the transfer ribbon feed path and the head locking system should be checked before making adjustments to the printing mechanism (see '*operating manual*').

Adjustment of the printing mechanism encompasses the following procedures in the order specified:

1. Adjust the position of printhead (see chapter 6.2, page 34).
2. Adjust the transfer ribbon feed path (see chapter 6.3, page 39).

## 6.2 Adjust the Position of Printhead

Complete the following printhead settings to achieve the best possible print image:

- ⇒ Align the heating line with the highest point of the pressure roller. Density of the print image is the greatest at this point.
- ⇒ Set the parallelism of horizontal lines with the edge of the label.



### CAUTION!

The printhead assembly can be damaged.

Attempting to adjust the printhead when the fixing screw (H) is tight can lead to defects at the printhead assembly.

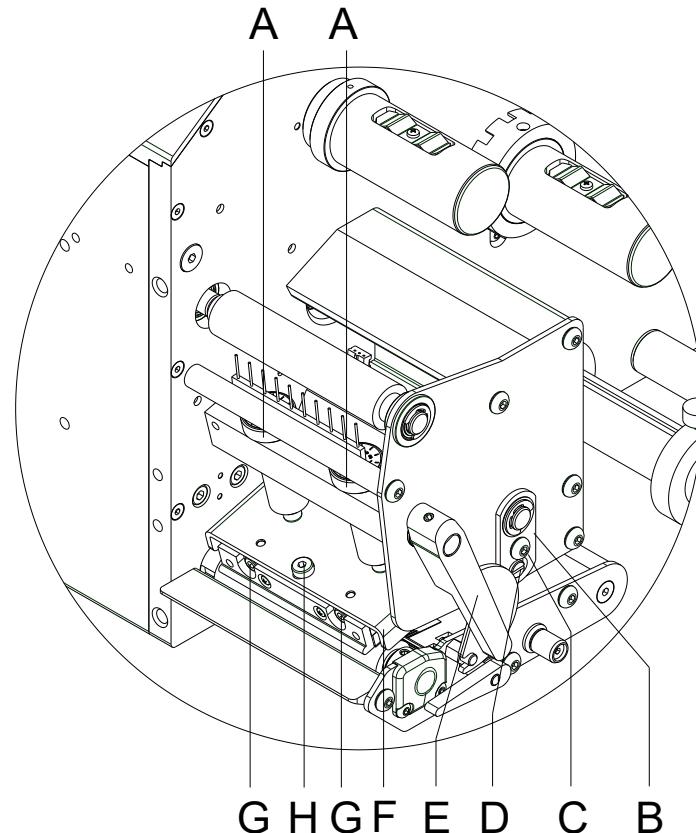
- ⇒ Always loosen the fixing screw (H) before adjusting the printhead.



### NOTICE!

Open and close the printhead locking device after each step of the adjustment.

**ILX V 56/8, 80/8,  
54/12, 81/12**



**Figure 17**

**Parallelism****NOTICE!**

An important characteristic for a high quality print is the parallelism of the focal line of the thermal printhead to the pressure roll. Because of the fact that the position of focal line of the printhead depends on fluctuations caused by production, it is necessary to adjust the parallelism.

1. Loosen the fixing screw (H, Figure 17) with a hexagon key by approx.  $\frac{1}{4}$  rotations.
2. Adjust the parallelism with the adjusting screws (G, Figure 17).  
Clockwise = printhead moves forwards  
Counter clockwise = printhead moves backwards
3. Adjust the parallelism as long as the printing result comes up to your full expectation.
4. Tighten again the fixing screw (H, Figure 17).
5. Start a print order with approx. 10 labels and control the correct passage of transfer ribbon.

**Pressure balance  
right/left****NOTICE!**

After adjusting parallelism and no even strong pressure exists over the complete print width, by means of a plate (B, ) you can set the balance.

1. Loosen the screw (C, Figure 17) with a screwdriver by approx.  $\frac{1}{4}$  rotations.
2. In order to achieve a pressure balance, turn the eccentric bolt (D, Figure 17) as long as the printing result comes up to your full expectation.
3. Tighten again the screw (C, Figure 17).
4. Start a print order with approx. 10 labels and control the correct passage of transfer ribbon.

**Pressure****NOTICE!**

Change the head contact pressure with the screws (A, Figure 17) at the inside and outside of the printhead. Increasing the head contact pressure leads to an improvement of the print image density on the corresponding side and to a shifting of the ribbon feed path in the corresponding direction.

**CAUTION!**

Damage of printhead by unequal use!

⇒ Only change the factory settings in exceptional cases.

The selection of the smallest value can optimise the life cycle of printhead.

1. Turn the pressure screws (A, Figure 17) to change the pressure of printhead.
2. Turning of pressure screws (A, Figure 17) as far as they will go in clockwise direction results in a pressure increase of 10N in contrast to the factory settings.
3. Turning of pressure screws (A, Figure 17) exactly one rotation from the right stop position counter clockwise results in the factory settings.

**NOTICE!**

It is important that the knurled button which is coated with protective lacquer is not removed from the pressure screw as otherwise the above mentioned settings are faulty.

**Print position**

Check the position of printout and if necessary adjust the print position (see chapter 5.3).

ILX V 103/8, 104/8,  
106/12, 106/24, 108/12

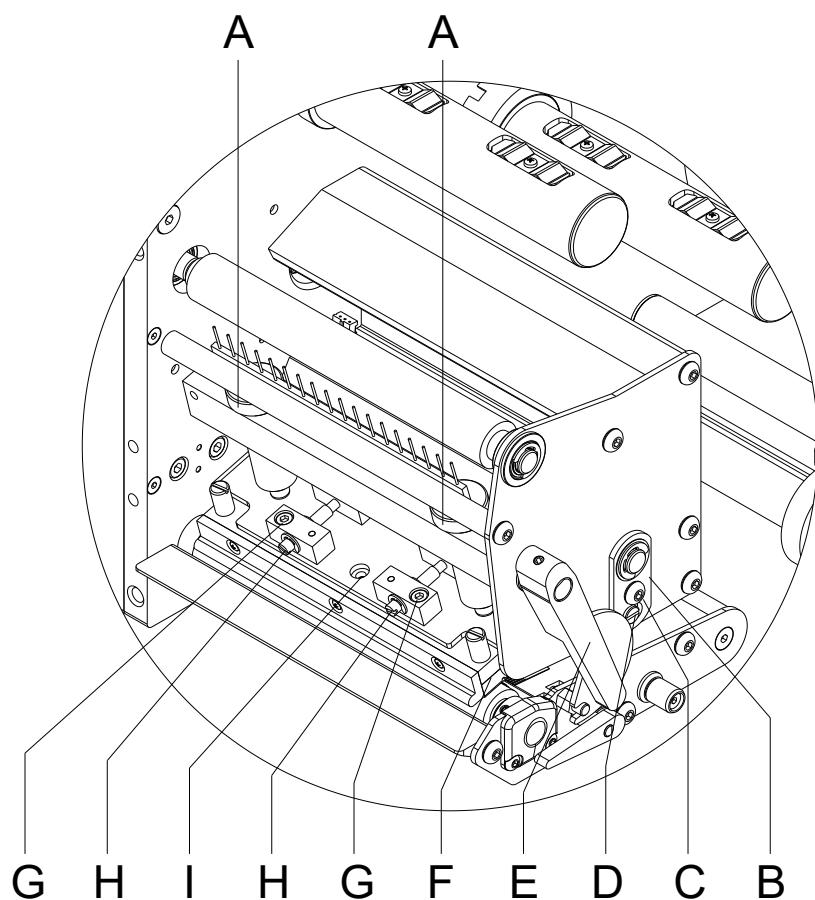


Figure 18

#### Parallelism



#### NOTICE!

An important characteristic for a high quality print is the parallelism of the focal line of the thermal printhead to the pressure roll. Because of the fact that the position of focal line of the printhead depends on fluctuations caused by production, it is necessary to adjust the parallelism.

1. Loosen the fixing screw (G) with a hexagon key by approx.  $\frac{1}{4}$  rotations.
2. With the screws (H) the parallelism of the focal line of printhead to the pressure roller can be aligned.  
Turning clockwise moves the printhead backward.
3. Start a test print.
4. If the horizontal lines in the test grid are not parallel with the label edges, continue adjusting the parallelism with the screws (H).
5. Set the best possible image quality by maintaining parallelism via turning the screws (H) in an alternating fashion.  
Differences in the density between the two sides are still permissible.
6. Tighten again the fixing screws (G).

**Pressure balance  
right/left****NOTICE!**

After adjusting parallelism and no even strong pressure exists over the complete print width, by means of a plate (B, Figure 18) you can set the balance.

1. Loosen the screw (C, Figure 18) with a screwdriver by approx.  $\frac{1}{4}$  rotations.
2. In order to achieve a pressure balance, turn the eccentric bolt (D, Figure 18) as long as the printing result comes up to your full expectation.
3. Tighten again the screw (C, Figure 18).
4. Start a print order with approx. 10 labels and control the correct passage of transfer ribbon.

**Pressure****NOTICE!**

Change the head contact pressure with the screws (A, Figure 18) at the inside and outside of the printhead. Increasing the head contact pressure leads to an improvement of the print image density on the corresponding side and to a shifting of the ribbon feed path in the corresponding direction.

**CAUTION!**

Damage of printhead by unequal use!

⇒ Only change the factory settings in exceptional cases.

The selection of the smallest value can optimise the life cycle of printhead.

1. Turn the pressure screws (A, Figure 18) to change the pressure of printhead.
2. Turning of pressure screws (A, Figure 18) as far as they will go in clockwise direction results in a pressure increase of 10N in contrast to the factory settings.
3. Turning of pressure screws (A, Figure 18) exactly one rotation from the right stop position counter clockwise results in the factory settings.

**NOTICE!**

It is important that the knurled button which is coated with protective lacquer is not removed from the pressure screw as otherwise the above mentioned settings are faulty.

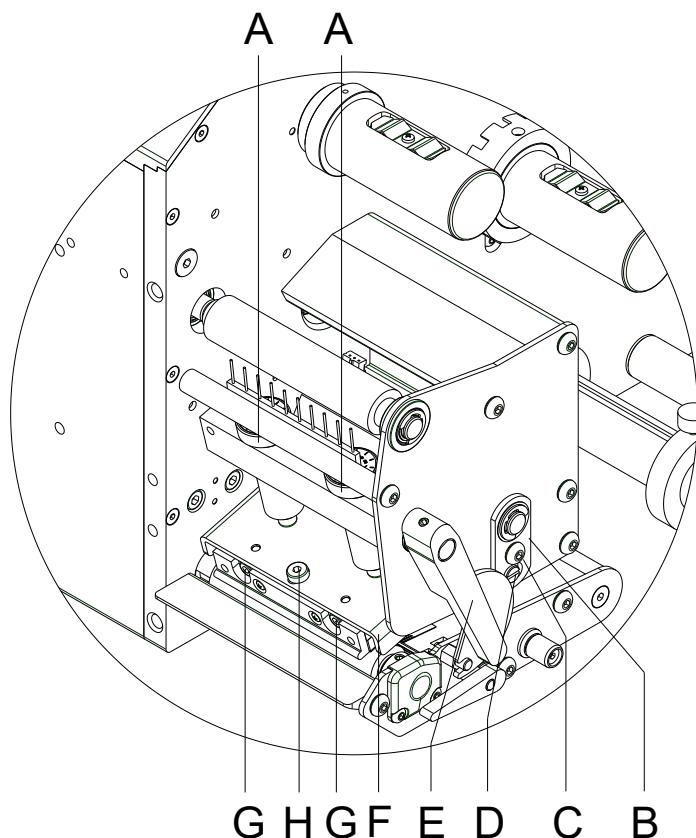
**Print position**

Check the position of printout and if necessary adjust the print position (see chapter 5.3).

### 6.3 Adjust the Transfer Ribbon Feed Path

**ILX V 56/8, 80/8,  
54/12, 81/12**

Adjust the transfer ribbon feed path by changing the head contact pressure. Increasing the head contact pressure with the screws (A+G) shifts the ribbon feed path in the corresponding direction. Possibly arising formation of wrinkles can be eliminated by bowing the printhead.



**Figure 19**

1. Check the transfer ribbon feed path.  
The wound up ribbon should be the same distance from the disk of the winder as the supply roller is from the disk of the rewinder.
2. If the ribbon runs inward or outward, loosen the screw (H) slightly and turn the corresponding screw (G) clockwise in very small increments. If the ribbon runs inward or outward, loosen the screw (G) slightly and turn the corresponding screw (H) clockwise in very small increments. Afterwards tighten the screw (H) again.  
Attention: Parallelism variation!
3. Wait until the ribbon feed path has stabilized after each step of the adjustment.
4. Check the ribbon feed path for wrinkles.

**ILX V 103/8, 104/8,  
106/12, 106/24, 108/12**

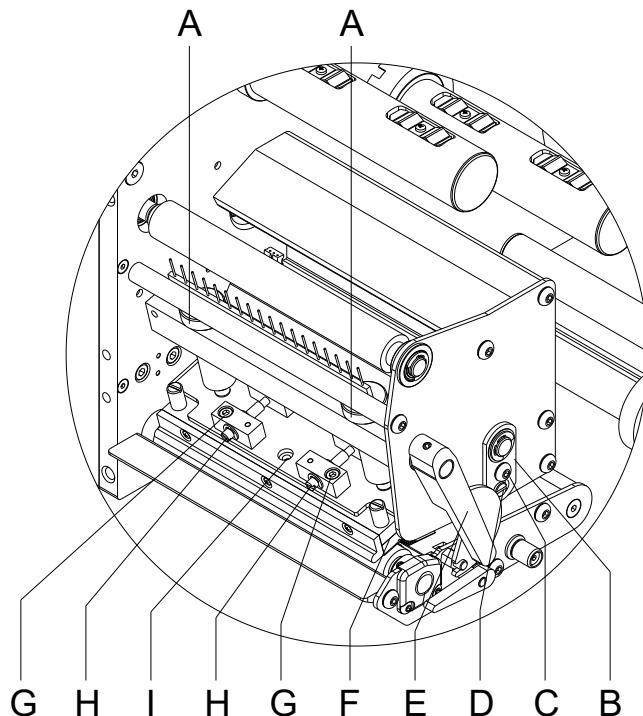
Adjust the transfer ribbon feed path by changing the head contact pressure. Increasing the head contact pressure with the screws (A+G) shifts the ribbon feed path in the corresponding direction. Possibly arising formation of wrinkles can be eliminated by bowing the printhead.

**CAUTION!**

The printhead assembly can be damaged when bowing the printhead.

Turning the adjustment screw (I) too hard can cause damage to the printhead assembly.

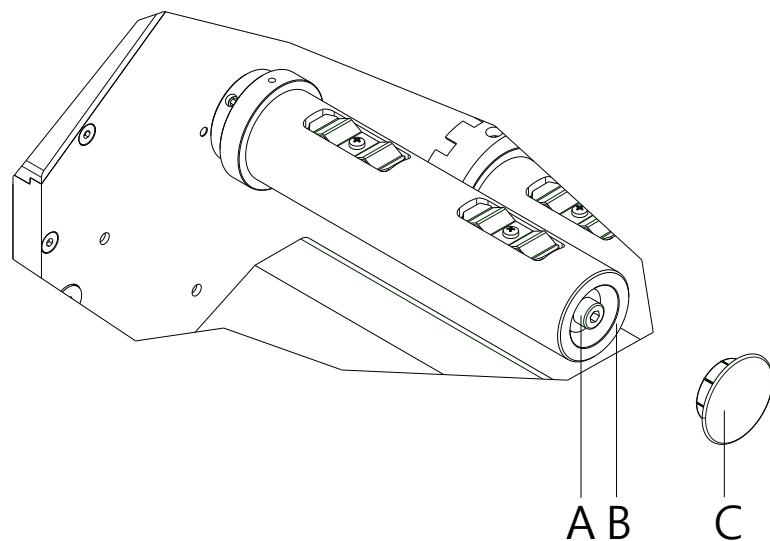
- ⇒ As soon as a clear resistance is perceived when turning the adjustment screw (I), only continue turning the screw in very small increments, but no more than one eighth of a turn.
- ⇒ Only turn the adjustment screw (I) as far as is absolutely necessary.



**Figure 20**

1. Check the transfer ribbon feed path. The wound up ribbon should be the same distance from the stopper of the winder as the supply roller is from the disk of the rewinder.
2. If the ribbon runs inward or outward, loosen the screw (G) slightly and turn the corresponding screw (H) clockwise in very small increments. Attention: Parallelism variation!
3. Wait until the ribbon feed path has stabilized after each step of the adjustment.
4. Check the ribbon feed path for wrinkles.
5. If the wrinkles cannot be remedied (e.g. wrinkles in the centre), turn the adjustment screw (I) clockwise with extreme care (see warnings) using a hexagonal wrench (2 mm) and observe the ribbon feed path. When the adjustment screw (I) is tightened, the printhead is bent downward slightly in the centre. It is possible that a slight lightening at the edge areas of the print image could occur here.

## 6.4 Adjust the Ribbon Rewinder/Unwinder



**Figure 21**

Due to the many different transfer ribbon variants regarding roller width, length and qualities it is necessary to provide the possibility to set transfer ribbon tension.

The transfer ribbon tension is to set in such way that no wrinkles in the ribbon appear but it is transported in the same way as the labels.

When using a too high ribbon tension this results usually in an excellent run of the transfer ribbon but this could lead to streaks onto the label or to a rip of ribbon particularly with narrow roles.

Ex factory the role tension is set to a transfer ribbon 110 mm width and standard quality. As approximate values for the factory setting the following can be accepted:

**Transfer ribbon unwinder:**

Distance of screw head (A) to roller face (B) = 2 mm

**Transfer ribbon rewinder:**

Distance of screw head (A) to roller face (B) = 4 mm

Tighten hex. head screw (A) = Increasing transfer ribbon tension

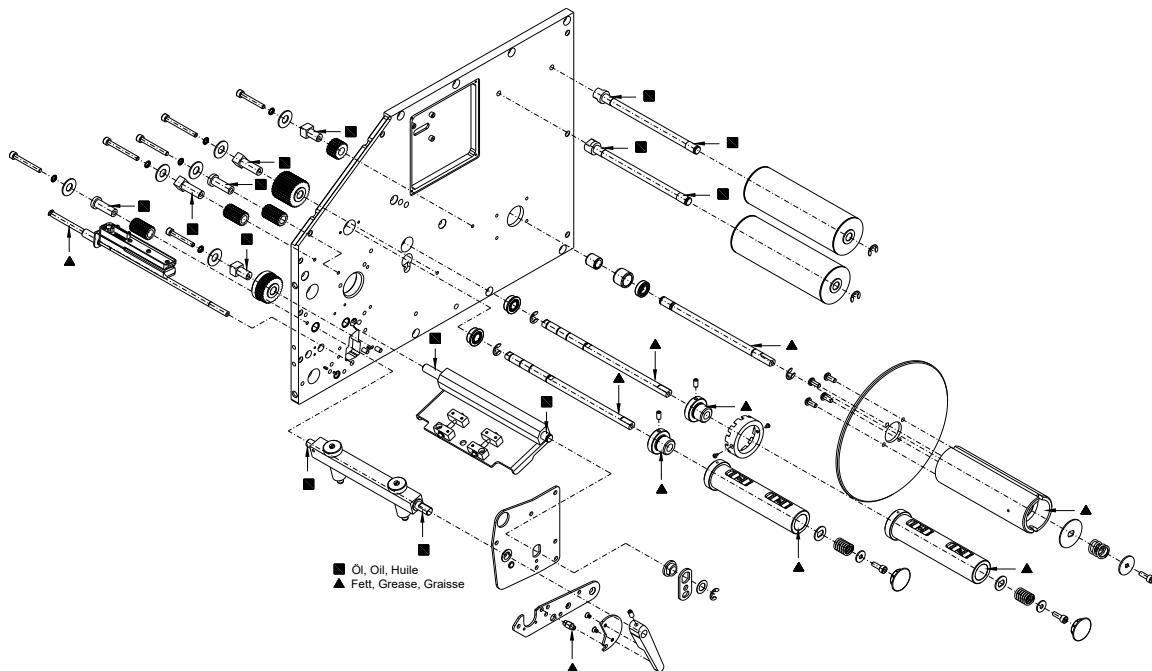
Loosen hex. head screw (A) = Reducing transfer ribbon tension

## 6.5 Oil and Lubricate



### NOTICE!

Make sure when oiling and greasing that no lubricants deposit on photocells, electronic components, circuit boards, printhead and rolls.



**Figure 22**

In case that dust or other dirt is deposit you have to clean the lubrication at first with alcohol.

Apply rather in regular intervals (once or twice a year) a bit of lubricant, as only rarely too much. Otherwise the surplus of lubricant could settle on neighbouring components and disturb the functions.

In case those components should have run it because of lack of lubricant, replace these as soon as possible so the functions of the components and the printing system remain.

Install again all components which you have dismantled for the lubrication in the correct position.

Take care e.g. tensions of belt, springs etc.

## 7 Error Correction

Error message	Cause	Remedy
1 Line too high	Line rises up completely or partly over the upper edge of label.	Move line down (increase Y value). Check rotation and font.
2 Line too low	Line rises up completely or partly over the bottom edge of label.	Move line up (reduce Y value). Check rotation and font.
3 Character set	One res. several characters of the text is res. are not available in the selected font.	Change text. Change font.
4 Unknown BC type	Selected code is not available.	Check code type.
5 Illegal rotation	Selected rotation is not available.	Check rotation.
6 CV font	Selected font is not available.	Check font.
7 Vector font	Selected font is not available.	Check font.
8 Measuring label	While measuring no label was found. Set label length is too large.	Check label length and if labels are inserted correctly. Restart measuring anew.
9 No label found	No label available. Soiled label photocell. Labels not inserted correctly.	Insert new label roll. Check if labels are inserted correctly. Clean the label photocell.
10 No ribbon	During the print order the ribbon roll becomes empty. Defect at the transfer ribbon photocell.	Change transfer ribbon. Check transfer ribbon photocell (service functions).
11 COM FRAMING	Stop bit error.	Check stop bits. Check baud rate. Check cable (printer and PC).
12 COM PARITY	Parity error.	Check parity. Check baud rate. Check cable (printer and PC).
13 COM OVERRUN	Loss of data at serial interface (RS-232).	Check baud rate. Check cable (printer and PC).

Error message	Cause	Remedy
14 Field number	Received line number is invalid.	Check sent data. Check connection PC - printer.
15 Length mask	Invalid length of received mask statement.	Check sent data. Check connection PC - printer.
16 Unknown mask	Transferred mask statement is invalid.	Check sent data. Check connection PC - printer.
17 Missing ETB	No end of data found.	Check sent data. Check connection PC - printer.
18 Invalid character	One res. several characters of the bar code is res. are not valid.	Change bar code data. Change font.
19 Invalid statement	Unknown transferred data record.	Check sent data. Check connection PC - printer.
20 Invalid check digit	For check digit control the entered res. received check digit is wrong.	Calculate check digit anew. Check code data.
21 Invalid SC code	Selected SC factor is invalid for EAN res. UPC.	Check SC factor.
22 Invalid number of digits	Entered digits for EAN res. UPC are invalid < 12; > 13.	Check number of digits.
23 Type check digit	Selected check digit calculation is not available in the bar code.	Check calculation of check digit. Check bar code type.
24 Invalid extension	Selected zoom factor is not available.	Check zoom factor.
25 Offset sign	Entered sign is not available.	Check offset value.
26 Offset value	Entered offset value is invalid.	Check offset value.
27 Printhead temperature	Printhead temperature is too high. Defective printhead sensing device.	Reduce contrast. Change printhead.
28 Cutter error	With cut an error occurred. Paper jam.	Check label run. Check cutter run.

Error message	Cause	Remedy
29 Invalid parameter	Entered data do not correspond to the characters allowed from the application identifier.	Check code data.
30 Application Identifier	Selected application identifier is not available in GS1-128.	Check code data.
31 HIBC definition	Missing HIBC system sign. Missing primary code.	Check definition of HIBC code.
32 System clock	Real Time Clock function is selected but the battery is empty. Defective RTC.	Change battery. Change RTC component.
33 No CF interface	Interrupted connection CPU - CF card. Defective CF card interface.	Check connection CPU - CF card interface. Check CF card interface.
34 No print memory	Not enough print memory available.	Check CF assembly on CPU.
35 Printhead open	At start of a print order the printhead is open.	Close the printhead and start print order anew.
36 BCD invalid format	BCD error Invalid format for the calculation of Euro variable.	Check entered format.
37 BCD overflow	BCD error Invalid format for the calculation of Euro variable.	Check entered format.
38 BCD division	BCD error Invalid format for the calculation of Euro variable.	Check entered format.
39 FLASH ERROR	Flash component error.	Run a software update. Change CPU.
40 Length command	Invalid length of the received command statement.	Check data sent. Check connection PC - printer.
41 No drive	CF card not found / not correctly inserted.	Insert CF card correctly.
42 Drive error	Impossible to read CF card (faulty).	Check CF card, if necessary change it.

Error message	Cause	Remedy
43 Unformatted	CF Card not formatted.	Format CF card.
44 Delete directory	Attempt to delete the actual directory.	Change directory.
45 Invalid path	Too long indication of path.	Indicate a shorter path.
46 Drive write-protected	Memory card is write-protected.	Deactivate write protection.
47 Directory not file	Attempt to indicate a directory as file name.	Correct your entry.
48 File already open	Attempt to change a file during an access is active.	Select another file.
49 No file/directory	File does not exist on CF card.	Check file name.
50 Invalid file name	File name contains invalid characters.	Correct entry of name, remove special characters.
51 Internal file error	Internal file system error.	Please contact your distributor.
52 Root full	The max. number (64) of main directory entries is reached.	Delete at least one main directory entry and create subdirectories.
53 Drive full	Maximum CF capacity is reached.	Use new CF Card, delete no longer required files.
54 File/directory exists	The selected file/directory already exists.	Check name, select a different name.
55 File too large	During copying procedure not enough memory space onto target drive available.	Use a larger target card.
56 No update file	Errors in update file of firmware.	Start update file anew.
57 Invalid graphic file	The selected file does not contain graphic data.	Check file name.
58 Directory not empty	Attempt to delete a not empty directory.	Delete all files and sub-directories in the desired directory.
59 No CF interface	No CF card drive found.	Check connection of CF card drive. Contact your distributor
60 No media	No CF card is inserted.	Insert CF card in the slot.

Error message	Cause	Remedy
61 Webserver error	Error at start of web server.	Please contact your distributor.
62 Wrong PH FPGA	The direct print module is equipped with the wrong FPGA.	Please contact your distributor.
63 End position	The label length is too long. The number of labels per cycle is too much.	Check label length res. the number of labels per cycle.
64 Zero point	Defective photocell.	Change photocell.
65 Compressed air	Pressure air is not connected.	Check pressure air.
66 External release	External print release signal is missing.	Check input signal.
67 Column too wide	Wrong definition of column width res. number of columns.	Reduce the column width res. correct the number of columns.
68 Scanner	The connected bar code scanner signals a device error.	Check the connection scanner/printer. Check scanner (dirty).
69 Scanner NoRead	Bad print quality. Printhead completely soiled or defective. Print speed too high.	Increase contrast. Clean printhead or exchange (if necessary). Reduce print speed.
70 Scanner data	Scanned data does not correspond to the data which is to print.	Exchange printhead.
71 Invalid page	As page number either 0 or a number > 9 is selected.	Select a number between 1 and 9.
72 Page selection	A page which is not available is selected.	Check the defined pages.
73 Undefined page	The page is not defined.	Check the print definition.
74 Format user guiding	Wrong format for customized entry.	Check the format string.
75 Format date/time	Wrong format for date/time.	Check the format string.
76 Hotstart CF	No CF card found.	If option hotstart was activated, a CF card must be inserted. Switch off the printer before inserting the memory card.

Error message	Cause	Remedy
77 Flip/Rotate	Selection of print of several columns and also mirror/rotate.	It is only possible to select one of both functions.
78 System file	Loading of temporary hotstart files.	Not possible.
79 Shift variable	Faulty definition of shift times (overlapping times).	Check definition of shift times.
80 GS1 Databar	General GS1 Databar error.	Check definition and parameter of GS1 Databar code.
81 IGP error	Protocol error IGP.	Check sent data.
82 Time generation	Printing creation was still active at print start.	Reduce print speed. Use printers' output signal for synchronization. Use bitmap fonts to reduce generating time.
83 Transport protection	Both DPM position sensors (start/end) are active.	Displace zero point sensor Check sensors in service functions menu
84 No font data	Font and web data is missing.	Run a software update.
85 No layout ID	Layout ID definition is missing.	Define layout ID onto the label.
86 Layout ID	Scanned data does not correspond to defined ID.	Wrong label loaded from CF card.
87 RFID no label	RFID unit cannot recognize a label.	Displace RFID unit or use an offset.
88 RFID verify	Error while checking programmed data.	Faulty RFID label. Check RFID definitions
89 RFID timeout	Error at programming the RFID label.	Label positioning. Faulty label.
90 RFID data	Faulty or incomplete definition of RFID data.	Check RFID data definitions.
91 RFID tag type	Definition of label data does not correspond with the used label.	Check storage partitioning of used label type
92 RFID lock	Error at programming the RFID label (locked fields).	Check RFID data definitions. Label was already programmed.

Error message	Cause	Remedy
93 RFID programming	Error at programming the RFID label.	Check RFID definitions.
94 Scanner timeout	The scanner could not read the bar code within the set timeout time.  Defective printhead.  Wrinkles in transfer ribbon.  Scanner wrong positioned.  Timeout time too short.	Check printhead.  Check transfer ribbon.  Position scanner correctly, corresponding to the set feeding.  Select longer timeout time.
95 Scanner layout difference	Scanner data does not correspond to bar code data.	Check adjustment of scanner.  Check scanner settings / connection.
96 COM break	Serial interface error.	Check settings for serial data transmission as well as cable (printer-PC).
97 COM general	Serial interface error.	Check settings for serial data transmission as well as cable (printer-PC).
98 No software printhead FPGA	No printhead-FPGA data available.	Please contact your responsible distributor.
99 Load software printhead FPGA	Error when programming printhead-FPGA.	Please contact your responsible distributor.
100 Upper position	Option applicator  Sensor signal up is missing.	Check input signals / compressed-air supply.
101 Lower position	Option applicator  Sensor signal down is missing).	Check input signals / compressed-air supply.
102 Vacuum plate empty	Option applicator  Sensor does not recognize a label at vacuum plate).	Check input signals / compressed-air supply.
103 Start signal	Print order is active but device not ready to process it.	Check start signal.
104 No print data	Print data outside the defined label.  Selection of wrong module type (design software).	Check selected module type.  Check selection of left/right version.

Error message	Cause	Remedy
105 Printhead	No original printhead is used.	Check the used printhead. Contact your distributor.
106 Invalid Tag type	Wrong Tag type. Tag data do not match the Tag type in the printer.	Adapt data or use the correct Tag type.
107 RFID inactive	RFID module is not activated. No RFID data can be processed.	Activate RFID module or remove RFID data from label data.
108 GS1-128 invalid	Transferred GS1-128 bar code is invalid.	Verify bar code data (see GS1-128 bar code specification).
109 EPC parameter	Error at EPC calculation.	Verify data (see EPC specification).
110 Housing open	When starting the print order the housing cover is not closed.	Close the housing cover and start the print order anew.
111 EAN.UCC code	Transferred EAN.UCC code is invalid.	Verify bar code data (see corresponding specification).
112 Print carriage	Printing carriage does not move.	Check gear belt (possibly broken).
113 Applicator error	Option applicator Error while using applicator.	Check applicator.
114 Left position	Option applicator Left final position switch is not in correct position.	Check LEFT final position switch for correct function and position. Check function of pneumatics for cross traverse.
115 Right position	Option applicator Right final position switch is not in correct position.	Check RIGHT final position switch for correct function and position. Check function of pneumatics for cross traverse.
116 Print position	Option applicator: The applicator is not in the print position when trying to print a label.	Check TOP and RIGHT final position switch for correct function and position. Check pneumatics for function
117 XML parameter	The parameters in the XML file are not correct.	Please contact your responsible distributor.

Error message	Cause	Remedy
118 Invalid variable	Transferred variable is invalid with customized entry.	Select correct variable without customized entry and transfer it.
119 No ribbon	During the print order the ribbon roll becomes empty. Defect at the transfer ribbon photocell.	Change transfer ribbon. Check transfer ribbon photocell (service functions).
120 Wrong directory	Invalid target directory when copying.	Target directory must not be within the source directory. Check target directory.
121 No label PH2	No label found at the rear printhead (DuoPrint). Soiled label photocell. Labels not inserted correctly.	Insert new label roll. Clean the label photocell. Check if labels are inserted correctly.
122 IP occupied	The IP address was already assigned.	Assign a new IP address.
123 Print asynchronous	The label photocell do not work in the order as it is expected according to print data.  The settings of the photocell are not correct.  Settings of label size and gap size are not correct.  No label found at the rear printhead.  Soiled label photocell.  Labels not inserted correctly.	Check label size and gap size.  Check label photocell settings.  Check correct loading of label material.  Insert new label roll.  Clean the label photocell.  Check if labels are inserted correctly.
124 Speed too low	Print speed is too slow.	Increase the speed of customers' machine.
125 DMA buffer	Communication problem HMI.	Restart the printer.
126 UID conflict	Configuration RFID programming faulty.	Run RFID initialising.
127 Module not found	RFID module not available.	Check the RFID module connection. Please contact your responsible distributor.

Error message	Cause	Remedy
128 No release signal	No print release by higher-level control (customer machine).	Activate release signal at the higher-level control.
129 Wrong firmware	Firmware does not match the used printer type.	Use firmware that fits to the printer type. Please contact your responsible distributor.
130 Language missing	Language file for the set printer language is not available.	Please contact your responsible distributor.
131 Wrong material	Label material does not fit to printing data.	User label material with suitable label and/or gap length.
132 Invalid mark-up tag	Invalid mark-up formatting characters in text.	Correct the formatting characters in the text.
133 Script not found	LUA script file not found.	Check the file name.
134 Script failure	LUA script is incorrect.	Check the script.
135 Script user error	Error in LUA script user input.	Correct the input value.
136 No reprint available	No label data for reprinting available.	Send new label data to the printer.
137 Printhead short circuit	Electrical short at the printhead.	Check the used printhead. Please contact your distributor.
138 Too less ribbon	Transfer ribbon ends.	Change transfer ribbon.
139 Rewinder error	Label band is torn	Load a new label roll. Stick together the label band.
140 Rewinder motor blocked	External rewinder motor is blocked.	Switch off the printing system and check mechanical resistance. Change the full label roll.
141 Hardware error	A hardware component could not be found.	Please contact your responsible distributor.
142 No print mechanics	No print mechanics connected.	Check connection (print mechanics – control unit)
143 Printhead sensor	No signal change at the printhead photocell.	Check printhead photocell for proper functioning.
144 FreeType error	Problem with generating TrueType text.	Check print data.

<b>Error message</b>	<b>Cause</b>	<b>Remedy</b>
145 -	Reserved	reserved
146 Unknown (see Log)	Internal error.	Check log files or send them to support.
147 Upper sensor	Upper limit sensor defective.	Check or replace the upper limit sensor.
148 Parameter	Parameter incorrectly formatted.	Check parameters.
149 QR code invalid	Invalid QR code parameters.	Check QR code parameters.
150 Short PH motor	Short circuit in the printhead motor.	Check printhead motor.
151 Wire PH motor	Wire break at the printhead motor.	Check the printhead motor connection.
152 Short TR motor	Short circuit in the transfer ribbon motor.	Check transfer ribbon motor.
153 Wire TR motor	Wire break at the transfer ribbon motor.	Check the transfer ribbon motor connection.



## 8 Control Inputs and Outputs

By means of a maximum of 16 control inputs and outputs which, in the following, are also referred to as ports, different functions of the printing system can be triggered and operating states can be displayed.

The ports are provided by means of a D-Sub bushing (26pin HD) at the rear panel of the printing system and are galvanically isolated from protective earth (PE) by means of an optocoupler semi-conductor route.

Each port can be configured as input and as output. This function however, is predefined in the printer software and cannot be changed by the user.

The following parameters can be changed and set by using the menu: debounce times and high or low active.

### Printing systems, internal circuitry

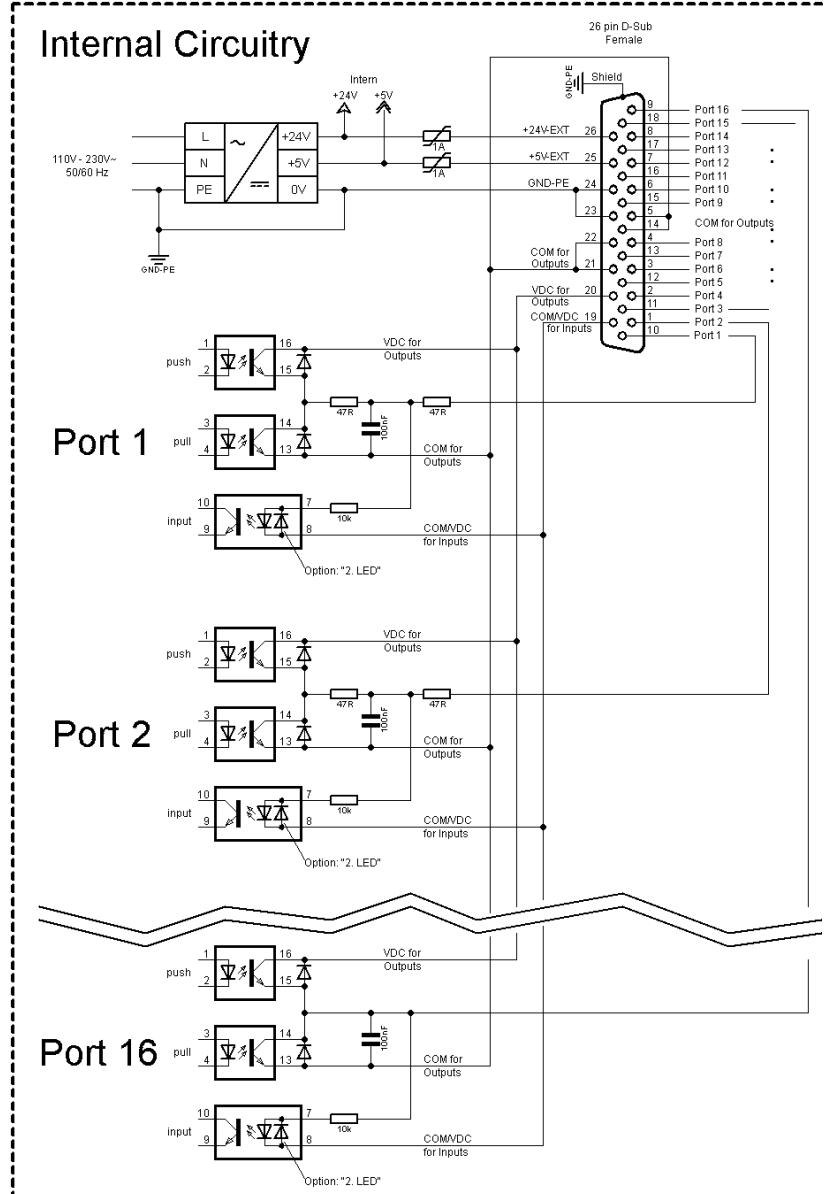
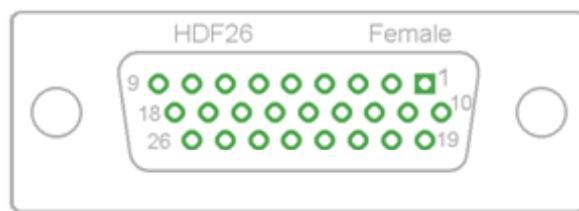


Figure 23

**Configuration of D-Sub socket****Figure 24****Cable identification**

Number	Color
1	white
2	brown
3	green
4	yellow
5	grey
6	pink
7	blue
8	red
9	black
10	violet
11	grey-pink
12	red-blue
13	white-green
14	brown-green
15	white-yellow
16	yellow-brown
17	white-grey
18	grey-brown
19	white-pink
20	pink-brown
21	white-blue
22	brown-blue
23	white-red
24	brown-red
25	white-black
26	brown-black

Port 1 to Port 16 = Assignment for I/O Profile *Std\_Label*

Identification	Pin	Description / Function
Port 1	10	Print start (Input)
Port 2	1	Reprint last printed label (Input)
Port 3	11	Counter Reset (Input)
Port 4	2	Option applicator only: Start application (Input)
Port 5	12	Error reset (Input)
Port 6	3	Cancel all print jobs (Input)
Port 7	13	Label prewarning (Input)
Port 8	4	External release signal (Input)
Port 9	15	Error (Output)
Port 10	6	Print order activ (Output)
Port 11	16	Dispenser photocell: Label exists at dispenser photocell (Output)
Port 12	7	Single print (Output)
Port 13	17	Ready (Output)
Port 14	8	Option applicator only: Ready for application (Output)
Port 15	18	Option scanner only Bar code not readable (Output)
Port 16	9	End of ribbon / End of label
COM/VDC for Inputs	19	Common reference potential of all control inputs. 'COM/VDC for Inputs' is usually connected with the (-) terminal of the control voltage and the control inputs are switched to active (+). By means of the option '2nd LED', 'COM/VDC for Inputs' can optionally be connected with the (+) terminal of the control voltage. Then, the control inputs are switched to active (-).
VDC for Outputs	20	Common supply connection of all control outputs. 'VDC for Outputs' must be connected with the (+) terminal of the control voltage. Never leave 'VDC for Outputs' open even if no output is used.
COM for Outputs	5,14 21,22	Common reference potential of all control outputs. 'COM for Outputs' must be connected with the (-) terminal of the control voltage. Never leave 'COM for Outputs' open even if no output is used.
GND-PE	23,24	'GND-PE' is the reference potential of the '+5 VDC EXT' and '+24 VDC EXT' voltages provided by the printing system. 'GND-PE' is printer internally connected with protective earth (PE).
+ 5 VDC EXT	25	5 Volt DC output for external use. Max. 0.5 A. This voltage is provided from direct printing system and can be used e.g. as control voltage. Never apply any external voltage to this output.
+ 24 VDC EXT	26	24 Volt DC output for external use. Max. 0.5 A. This voltage is provided from direct printing system and can be used e.g. as control voltage. Never apply any external voltage to this output.

Port 1 to Port 16 = Assignment for I/O Profile *StdFileSelLabel*

Identification	Pin	Description / Function
Port 1	10	Print start (Input)
Port 2	1	Error reset (Input)
Port 3	11	Number of the file to load Bit 0 (Input)
Port 4	2	Number of the file to load Bit 1 (Input)
Port 5	12	Number of the file to load Bit 2 (Input)
Port 6	3	Number of the file to load Bit 3 (Input)
Port 7	13	Number of the file to load Bit 4 (Input)
Port 8	4	Number of the file to load Bit 5 (Input)
Port 9	15	Error (Output)
Port 10	6	Print order active (Output)
Port 11	16	Dispenser photocell: Label exists at dispenser photocell (Output)
Port 12	7	Printing (Output)
Port 13	17	Ready (Output)
Port 14	8	No function
Port 15	18	Option scanner only: Bar code not readable (Output)
Port 16	9	Transfer ribbon prior warning (Output)

Port 1 to Port 16 = Assignment for I/O Profile *App*

Identification	Pin	Description / Function
Port 1	10	Print start (Input)
Port 2	1	Reprint last printed label (Input)
Port 3	11	Counter reset (Input)
Port 4	2	Option applicator only: Start application (Input)
Port 5	12	Error reset (Input)
Port 6	3	Cancel all print jobs (Input)
Port 7	13	Label advance warning (Input)
Port 8	4	External release signal (Input)
Port 9	15	Error (Output)
Port 10	6	Print order active (Output)
Port 11	16	Option applicator only: Pad in final position below (Output)
Port 12	7	Printing (Output)
Port 13	17	Ready (Output)
Port 14	8	Option applicator only: Ready for application (Output)
Port 15	18	Option applicator only: Pad is in printing position (Output)
Port 16	9	Transfer ribbon prior warning (Output)

Port 1 to Port 16 = Assignment for I/O Profile *Std\_Machine*

<b>Identification</b>	<b>Pin</b>	<b>Description / Function</b>
Port 1	10	Print start (Input)
Port 2	1	No function
Port 3	11	No function
Port 4	2	Option applicator only: Start application (Input)
Port 5	12	No function
Port 6	3	No function
Port 7	13	Label advance warning (Input)
Port 8	4	External release signal (Input)
Port 9	15	Error (Output)
Port 10	6	No function
Port 11	16	No function
Port 12	7	Single print (Output)
Port 13	17	Ready (Output)
Port 14	8	Option applicator only: Ready for application (Output)
Port 15	18	No function
Port 16	9	Transfer ribbon end / Label end (Output)

Port 1 to Port 16 = Assignment for I/O Profile *Appl\_Machine*

<b>Identification</b>	<b>Pin</b>	<b>Description / Function</b>
Port 1	10	Print start (Input)
Port 2	1	No function
Port 3	11	No function
Port 4	2	Option applicator only: Start application (Input)
Port 5	12	No function
Port 6	3	Cancel all print jobs (Input)
Port 7	13	Label advance warning (Input)
Port 8	4	External release signal (Input)
Port 9	15	Error (Output)
Port 10	6	No function
Port 11	16	Option applicator only: Pad in final position below (Output)
Port 12	7	Single print (Output)
Port 13	17	Ready (Output)
Port 14	8	Option applicator only: Ready for application (Output)
Port 15	18	Option applicator only: Pad is in printing position (Output)
Port 16	9	Transfer ribbon end / Label end (Output)

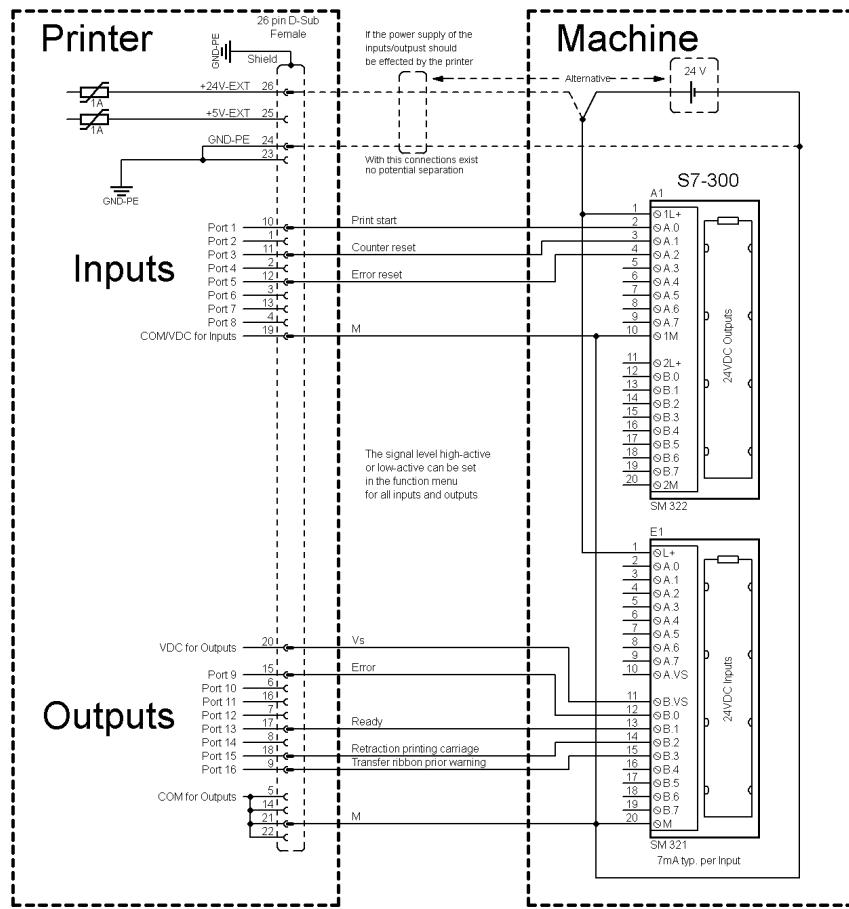
**Technical data**

Plug Connector	
Type	D-Sub connector High Density 26-pin. / connector
Manufacturer	W+P-Products
Reference number	110-26-2-1-20
Output Voltages (connected with GND-PE)	
+ 24 V / 0.5 A*	Fuse: Polyswitch / 30 V / 1 A
+ 5 V / 0.5 A*	Fuse: Polyswitch / 30 V / 1 A
Port 1 - 15	
<b>Input</b>	
Voltage	5 VDC ... 24 VDC
Impedance	$47\Omega + (100nF \parallel 10 k\Omega)$
<b>Output</b>	
Voltage	5 VDC ... 24 VDC
Impedance	$47\Omega + (100nF \parallel 10 k\Omega \parallel 47\Omega)$
Current max.	High +15 mA Low -15 mA
Port 16	
<b>Input</b>	
Voltage	5 VDC ... 24 VDC
Impedance	$100nF \parallel 10 k\Omega$
<b>Output</b>	
Voltage	5 VDC ... 24 VDC
Impedance	$100nF \parallel 10 k\Omega$
Current max.	High +500 mA (Darlington BCP56-16) Low - 500 mA (Darlington BCP56-16)
Optocoupler	
Output	TCMT4106, CTR 100 % - 300 %, Vishay or TLP281-4(GB), CTR 100 % - 600 %, Toshiba
Input	TCMT4106, CTR 100 % - 300 %, Vishay or TLP281-4(GB), CTR 100 % - 600 %, Toshiba
Input Option 2nd LED	TCMT4600, CTR 80 % - 300 %, Vishay or TLP280-4, CTR 33 % - 300 %, Toshiba

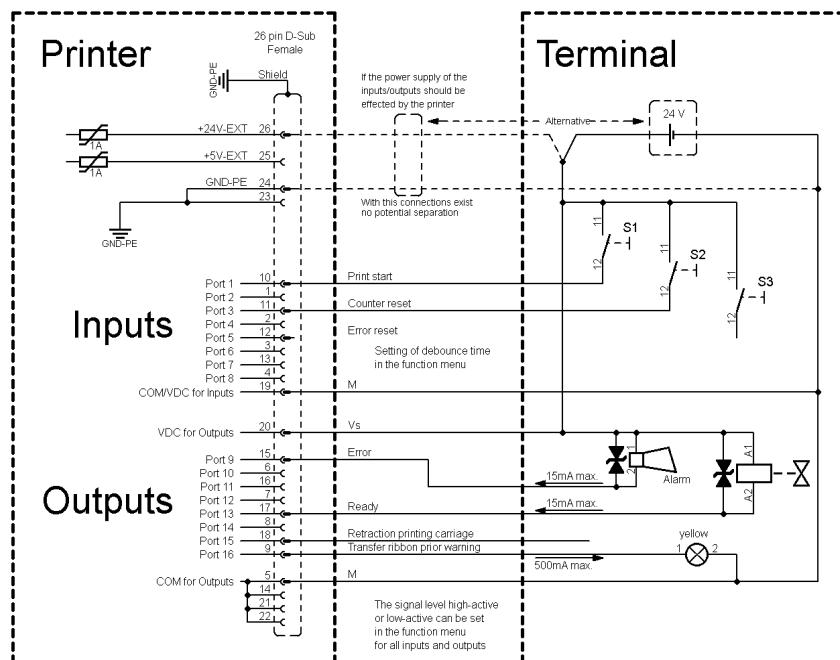
\* max. sum for all connected electric loads

**Example 1**

Device connection to a machine with S7-300 SPS.

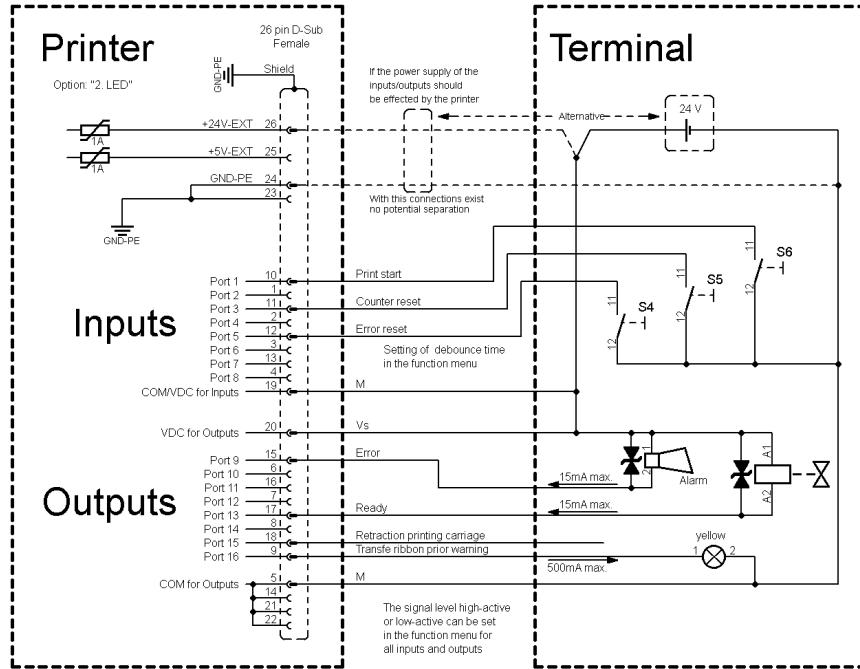
**Figure 25****Example 2**

Device connection to a operating panel.

**Figure 26**

**Example 3**

Device connection version if 'Option: 2. LED'.

**Figure 27****Precautions**

When connecting a reed contact with a control input, the contact must have a switching capacity of min. 1 A in order to prevent the contact from sticking due to the inrush current. As an alternative, a suitable resistor can be connected in series.

If one of the printer's internal voltages '+5 VDC EXT' or '+24 VDC EXT' is used, an external fuse e.g. 0.5 AF, should be additionally installed to protect the printer electronics.

In the event of an inductive load, an antiparallel connected diode, for instance, must be used to discharge the induction energy.

In order to minimise the influence of leakage currents at control outputs, a resistor must, depending on what is connected, be installed in parallel with the load.

In order to avoid any damages to the printing system, the max. output currents must not be exceeded or outputs shorted.

## 9 Connection Plans

### 9.1 Wiring Plan

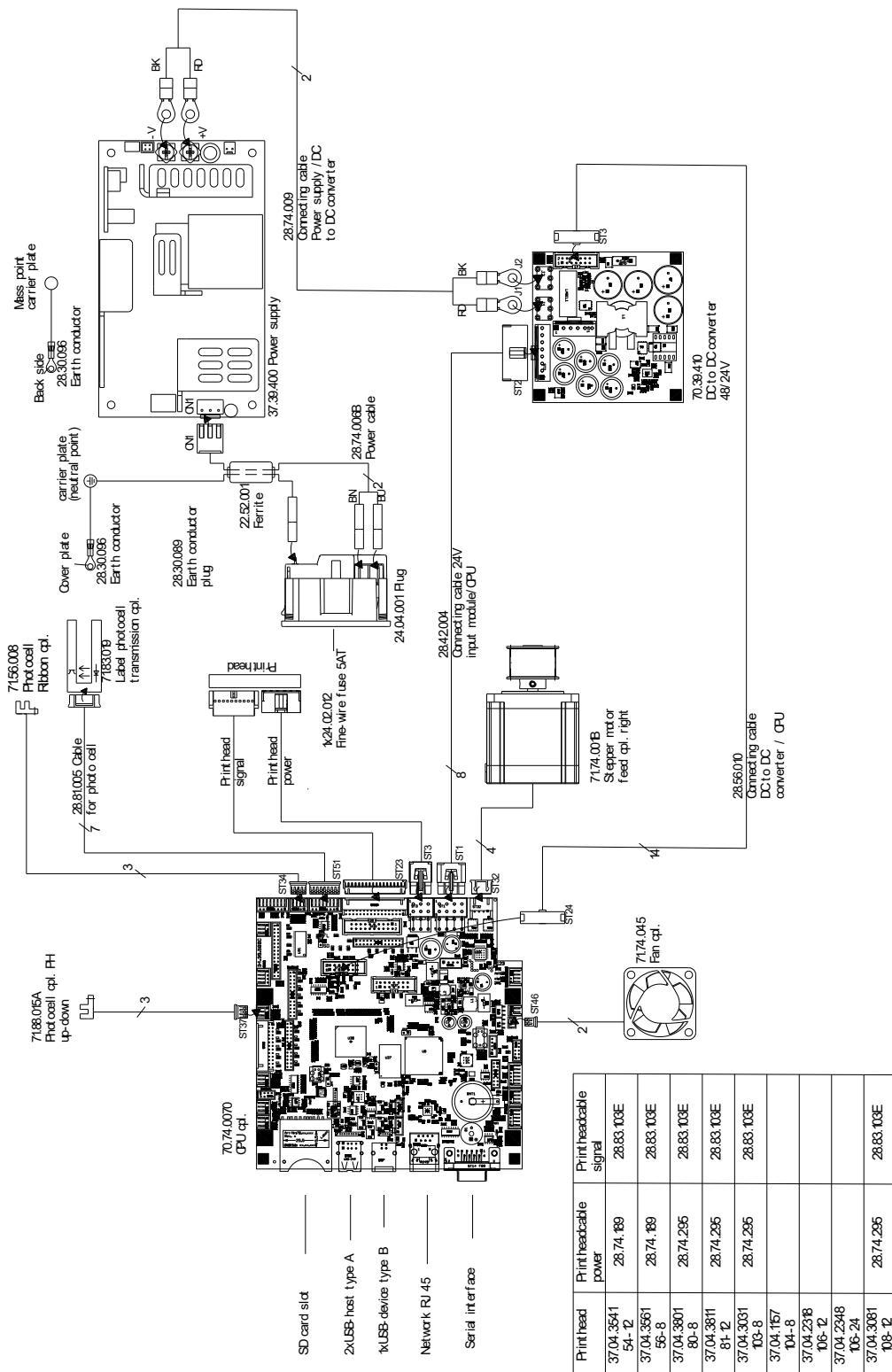
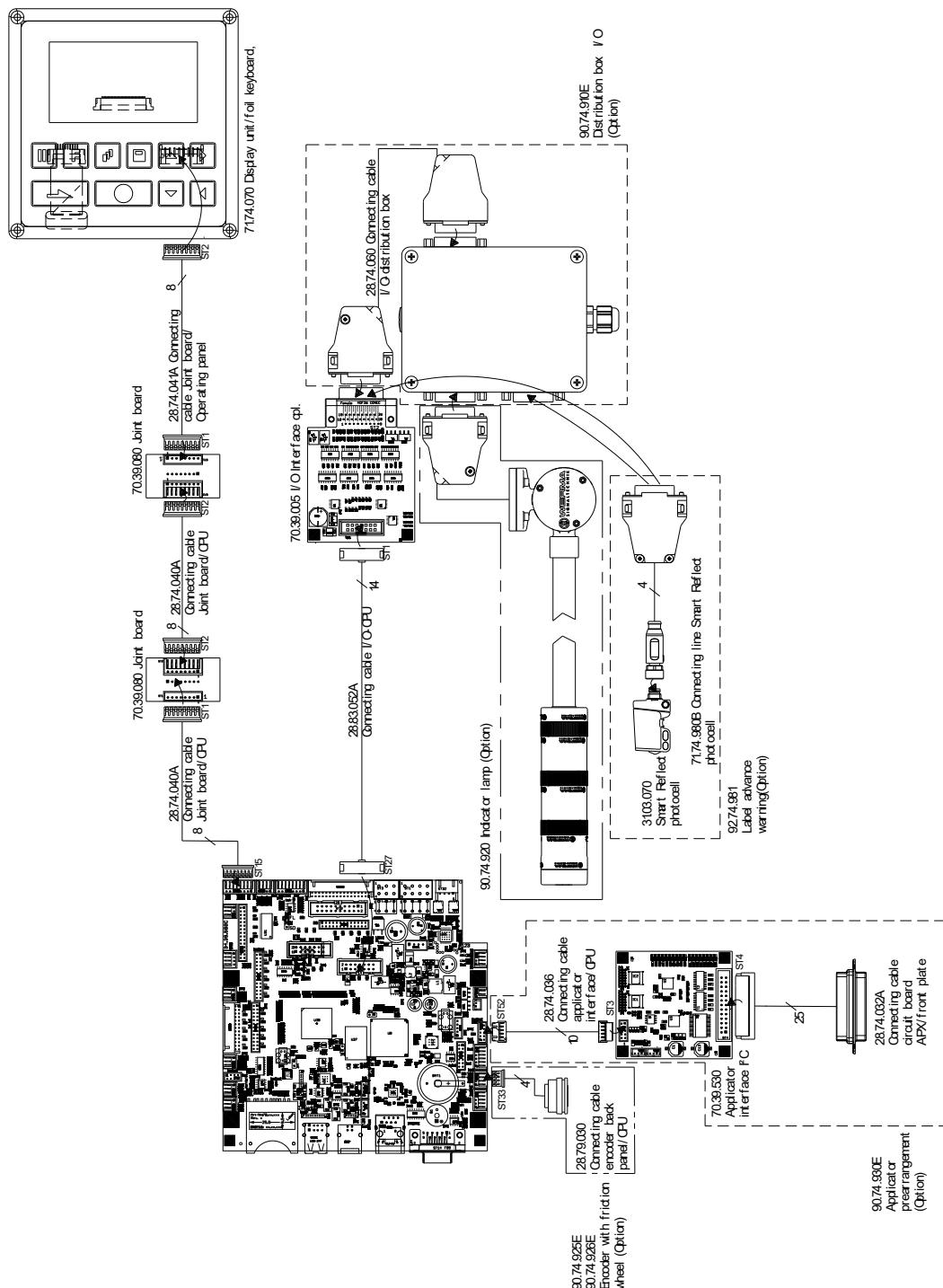


Figure 28



**Figure 29**

## 9.2 CPU Layout Diagram

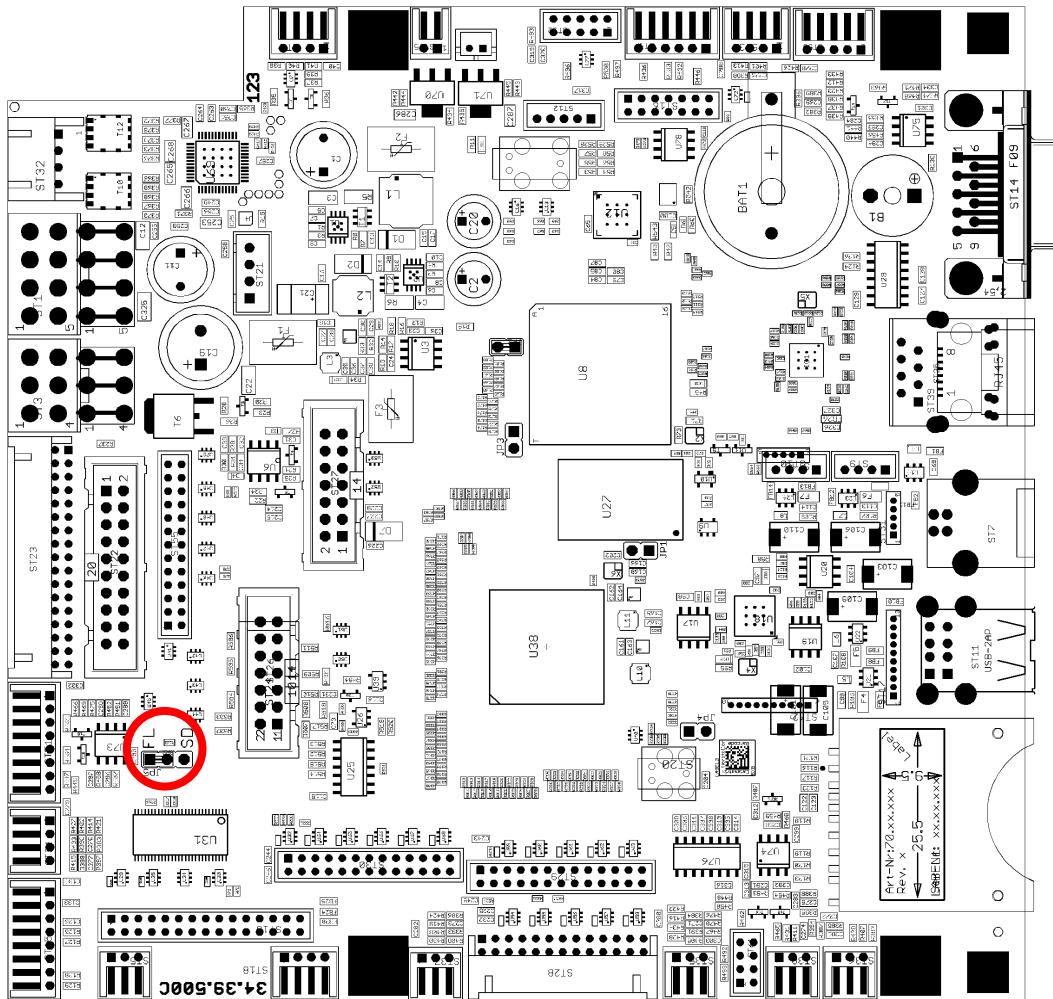


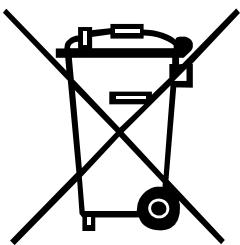
Figure 30

### Jumper plan

Delivery state	JP5	FL closed
Booting from SD card	JP5	SD closed



## 10 Environmentally-Friendly Disposal



Manufacturers of B2B equipment are obliged to take back and dispose of old equipment that was manufactured after 13 August 2005. As a principle, this old equipment may not be delivered to communal collecting points. It may only be organised, used and disposed of by the manufacturer. Valentin products accordingly labelled can therefore be returned to Carl Valentin GmbH.

This way, you can be sure your old equipment will be disposed of correctly.

Carl Valentin GmbH thereby fulfils all obligations regarding timely disposal of old equipment and facilitates the smooth reselling of these products. Please understand that we can only take back equipment that is sent free of carriage charges.

The electronics board of the printing system is equipped with a battery. This must only be discarded in battery collection containers or by public waste management authorities.

Further information on the WEEE directive is available on our website [www.carl-valentin.de](http://www.carl-valentin.de).



## 11 Index

### A

adjustments, settings, alignments	
oil and lubricate.....	42
print mechanism .....	33
printhead position .....	34, 35, 37, 38
rewinder .....	41
transfer ribbon feed path.....	39
unwinder .....	41
applicator prearrangement (option), replacing .....	31

### B

battery, replacing .....	32
--------------------------	----

### C

cleaning	
cleaning schedule .....	13
general cleaning .....	14
label photocell.....	17
pressure roller.....	15
printhead cleaning .....	16
ribbon drawing roller .....	14
component replacing	
applicator prearrangement (option) .....	31
battery .....	32
CPU PCB .....	26, 27
DC/DC converter .....	30
label photocell.....	25
PCB control inputs/outputs .....	29
power supply.....	28
pressure roller.....	24
printhead.....	20, 21, 22
tool list.....	19
connection plans	
CPU layout diagram.....	65
wiring plan.....	63, 64
connector pin assignment, back side .....	11
control inputs and outputs .....	55, 56, 57, 58, 59, 60, 61, 62
CPU	
jumper plan .....	65
layout diagram .....	65
CPU PCB, replacing .....	26, 27

### D

DC/DC converter, replacing .....	30
document notes .....	5

### E

electricity, safety handling .....	10
environmentally-friendly disposal .....	67
error messages/error corrections 43, 44, 45, 46, 47, 48, 49, 50, 51, 52, 53	

### I

instructions .....	5
--------------------	---

**J**

jumper plan, CPU ..... 65

**L**

label photocell  
  cleaning..... 17  
  replacing ..... 25  
layout diagram, CPU ..... 65

**O**

oil and lubricate ..... 42

**P**

PCB control inputs/outputs, replacing ..... 29  
power supply, replacing ..... 28  
pressure roller  
  cleaning..... 15  
  replacing ..... 24  
print mechanism, adjusting ..... 33  
print position, adjusting ..... 23  
printhead  
  cleaning..... 16  
  replacing ..... 20  
printhead adjusting  
  parallelism..... 35, 37  
  pressure ..... 36, 38  
  pressure balance ..... 35, 38  
printhead, replacing ..... 21, 22

**R**

rewinder, adjusting ..... 41

**S**

safety handling when working with electricity ..... 10  
safety instructions ..... 8, 9  
  clothing..... 7  
protective clothing ..... 7  
protective equipment ..... 8  
workplace ..... 7

**T**

tool list ..... 19  
transfer ribbon feed path, adjusting ..... 39, 40

**U**

unwinder, adjusting ..... 41  
user notes ..... 5

**W**

wiring plan ..... 63, 64





Carl Valentin GmbH  
Neckarstraße 78 – 86 u. 94  
78056 Villingen-Schwenningen  
Phone +49 7720 9712-0  
[info@carl-valentin.de](mailto:info@carl-valentin.de)  
[www.carl-valentin.de](http://www.carl-valentin.de)

